



BoardRoom  
Smart Business Solutions

## Payroll Case Studies *Malaysia*

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2021

# Cycle & Carriage Bintang Berhad



Introduction

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# Introduction

## Overview of Cycle & Carriage



One of the leading Mercedes-Benz dealers in Malaysia, Cycle & Carriage Bintang Berhad (“CCB”) provides an extensive automotive experience for clients from retail to high quality after-sales services. CCB is a member of Jardine Cycle & Carriage, a notable name in the Southeast Asia investment scene.

Listed on Bursa Malaysia, the CCB currently boasts a network of 11 outlets across Malaysia.

BoardRoom is honoured to be entrusted with processing the payrolls for more than **800 CCB employees** in the country.

# Challenges

## Cycle & Carriage

Effective payroll management for companies such as CCB with a large workforce can be hindered by potential issues below:

- Diverse background and profiles of employees can make standardising processes tough
- Having to process payroll separately for unionised and non-unionised employees, an additional administrative burden that can be tough for payroll to be processed internally by a streamlined HR team
- Manual data entry is time-consuming with the sheer volume of payrolls to be processed



# Challenges

## Cycle & Carriage

Additionally, as a Public Listed Company, CCB is especially concerned with compliance and ensuring that they remain accountable to their stakeholders.

Malaysia's many excellent social security measures such as EIS, SOSCO and EPF can be a headache for organisations like CCB with so many employees to look after.



# Solution

## How BoardRoom Helped



For companies similar to CCB, the ideal solution is to partner with a payroll outsourcing expert such as BoardRoom who demonstrates the following qualities:

- Highly experienced with managing Listed Companies & the various expectations that comes with it
- Highly scalable payroll resources, which includes accessible from anywhere, easy-to-use tools, to manage a growing workforce
- Understanding of the local compliance needs with the ability to advise on regulatory enquiries

# Solution

## How BoardRoom Helped



With our professional knowledge and vast experience in payroll outsourcing, we provided the following solutions for CCB:

- Full system automation with our HRMS, Ignite, and outsourcing solution to offload CCB's payroll processing burden
- Incorporate CCB's accounting system into BoardRoom's Ignite platform to ease manual monthly administrative processes
- Additional layer of data validation to ensure accuracy of payroll data prior to payout
- Customisation of SaaS and integration with CCB's cloud Enterprise Resource Planning system

# Solution

## How BoardRoom Helped

All of the above helped to streamline the in-house HR team's processes significantly and ensured that their workforce could focus on business-generating activities rather than manual administrative tasks.





# AXA Partners Asia



Introduction

Challenges

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# Introduction

## Overview of AXA Partners Asia



AXA Partners Asia is part of the AXA Group, an international insurance and asset management giant committed to protecting their customers – both businesses and people, against unexpected obstacles in every stage of their journey. Worldwide, the Group serves 108 million customers in 57 countries.

Currently, BoardRoom is responsible for close to **1,000 employees** from AXA Partners Asia across **6 countries** - Malaysia, China, Hong Kong, Japan, Philippines and Thailand.

# Challenges

## AXA Partners Asia

When it comes to organisations such as AXA Partners Asia with a significant presence regionally, payroll can be especially complicated due to the unique labour governance frameworks in the diverse landscape of Asia.

Some issues such companies may face are:

- Lack of specialised knowledge of local payroll regulations and nuances between different countries' requirements
- No experience in navigating different cultures resulting in non-standardised & inefficient payroll processes
- Large volume of payrolls putting a huge strain on in-house HR teams, taking away time for strategic implementations
- Insufficient control over authorization rights to limit only to those absolutely necessary



# Solution

## How BoardRoom Helped



What AXA Partners Asia and similar companies need would be a payroll outsourcing partner who:

- Has the expertise in handling payroll processing across multiple jurisdictions
- Presents highly scalable payroll resources to handle a large volume of pay slips
- Possesses a payroll management system that has flexibility to integrate different existing systems
- Has secured, authenticated and auditable access to confidential information

# Solution

## How BoardRoom Helped



The solution that BoardRoom offered was:

- All-in-one key modules such as Personnel, Payroll, Leave and Time & Attendance for optimal efficiency
- Integration of our Ignite platform with their existing systems that are also in compliance with the respective local requirements
- Hybrid solution of both Payroll Outsourcing and SaaS to provide the level of control that they want while still undertaking most of the administratively heavy tasks

Thank You

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DRIVING SERVICE THROUGH INNOVATION AND TECHNOLOGY