

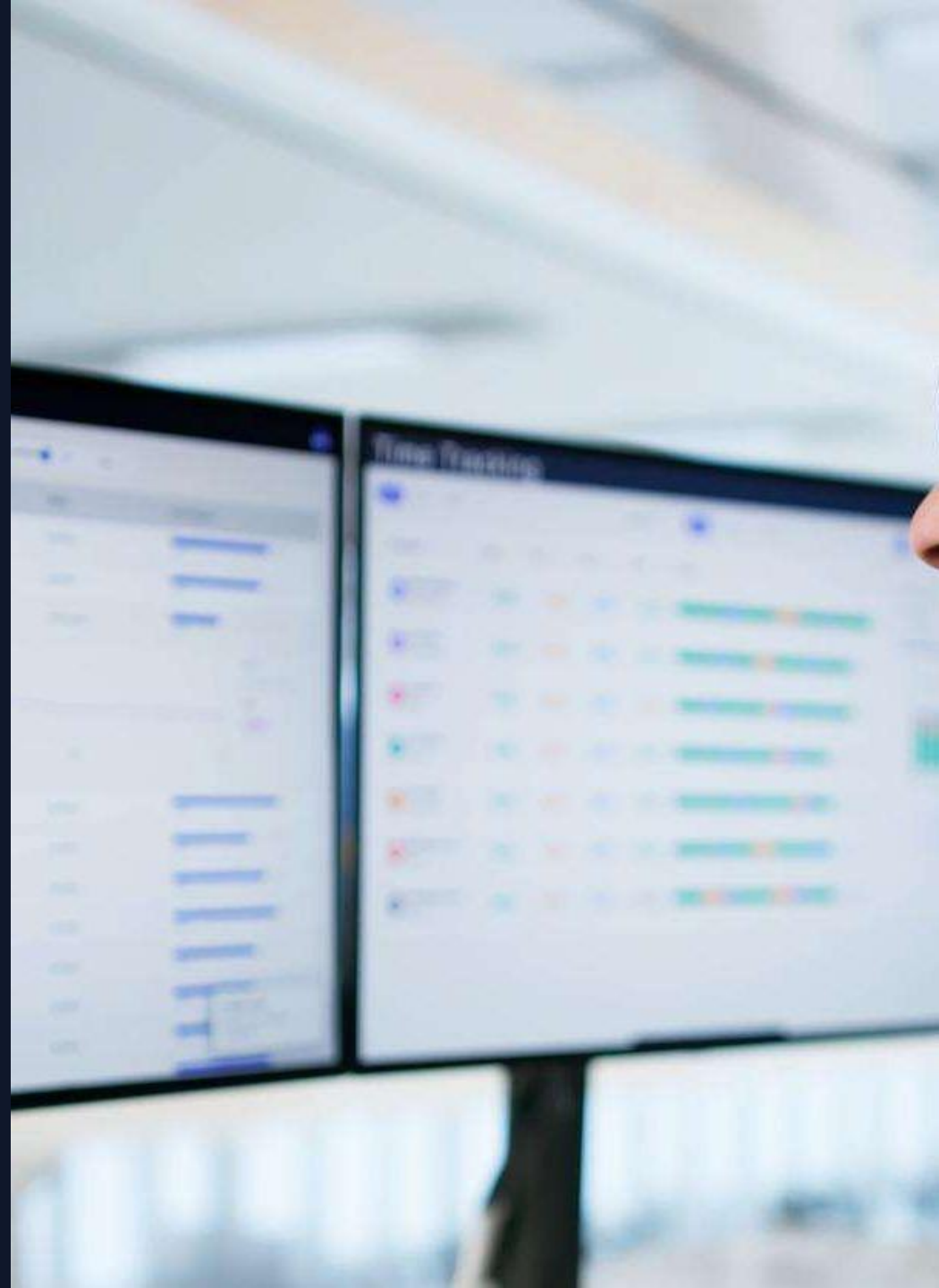


■ CASE STUDY

Transforming Payroll Operations.

Through process excellence and workforce management — a multi-site payroll transformation for a Kenyan retail organization.

ACHIEVO LIMITED



Modernizing Payroll at Scale

Process improvements and dedicated payroll support across multiple locations.

As organizations grow, payroll administration becomes increasingly complex.

Managing salaries, statutory deductions, employee records, and compliance requirements across multiple locations can create operational challenges and expose businesses to significant risk.

Achievo Limited partnered with a multi-site organization to modernize payroll administration, streamline workforce processes, and strengthen statutory compliance — achieving greater accuracy, enhanced visibility, and improved operational efficiency.

The Result

Greater accuracy. Enhanced visibility. Improved operational efficiency.

ENGAGEMENT AT A GLANCE

INDUSTRY

Retail & Commercial Operations

WORKFORCE

Large multi-location workforce

COVERAGE

Multiple operational sites across Kenya

DURATION

Structured transformation program

FOCUS

Payroll • Compliance • Workforce Administration

Payroll Complexity Was Growing

Seven operational pressures exposed the business to risk.

The client was experiencing increasing complexity associated with payroll administration.

Manual intervention increased the risk of errors and consumed valuable management time, while rapid growth made employee administration progressively harder to control.

- Manual payroll processes
- Payroll inaccuracies & delays
- Complex statutory requirements
- Increasing workforce size
- Limited reporting visibility
- Administrative inefficiencies
- Compliance risks

The Cost of Inaction

Compliance exposure and unreliable payroll data.

A Structured Transformation Framework

Four pillars designed to improve efficiency and strengthen compliance.

01 Payroll Administration Services

Salary processing, payslips, reconciliation and documented controls.

02 Statutory Compliance Management

PAYE, SHIF, NSSF, Housing Levy and statutory reporting — on time, every time.

03 Workforce Administration

Employee data, leave, records and personnel documentation — streamlined.

04 Process Standardization

Standard procedures and controls for consistency, accountability and accuracy.

Payroll & Compliance Management

Professional administration and airtight statutory compliance.

Payroll Administration Services

Achievo provided:

- Salary processing support
- Payslip generation
- Employee record management
- Payroll reporting
- Reconciliation processes
- Documentation & controls

Statutory Compliance Management

Support was provided for:

- PAYE administration
- SHIF remittances
- NSSF contributions
- Housing Levy compliance
- Statutory reporting requirements

Workforce Administration & Standardization

Streamlined processes with consistency built in.

Workforce Administration

Processes were enhanced through:

- Employee data management
- Leave administration support
- Records management
- Personnel documentation
- Reporting & analysis

Process Standardization

Standard procedures and controls improved consistency, accountability, and accuracy throughout payroll operations.

- Documented payroll procedures
- Clear approval & control frameworks
- Consistent data handling standards
- Audit-ready records at every step

Significant Operational Improvements

What the organization realized following the transformation.

Improved Payroll Accuracy

Structured controls and professional administration reduced processing errors.

Greater Efficiency

Automation of routine processes and improved workflows cut administrative time.

Enhanced Compliance

Timely management of statutory obligations strengthened regulatory standing.

Better Reporting

Management gained improved access to payroll information and workforce data.

Increased Employee Confidence

Reliable payroll administration improved employee satisfaction and trust.

Scalable Operations

Payroll processes became capable of supporting continued organizational growth.

Beyond the Pay Run

Lasting value for the business, its people and its governance.

Reduced Administrative Burden

Internal teams focus on strategic priorities rather than routine payroll tasks.

Stronger Governance

Standardized procedures improved transparency and accountability.

Operational Excellence

Efficient payroll management supported business continuity.

Risk Reduction

Improved controls minimized compliance and payroll-related risks.

Why the Transformation Worked

Five factors that made the engagement a success.

01

Experienced Payroll Professionals

Dedicated teams with extensive expertise in workforce administration and payroll management.

02

Compliance-Focused Approach

Strong emphasis on statutory obligations and industry best practice.

03

Scalable Solutions

Support designed to accommodate workforce growth and changing operational needs.

04

Process Excellence

Continuous improvement and standardized procedures enhanced reliability.

05

Client-Centered Service

Solutions tailored to the specific needs and objectives of the client.

Dedicated account leadership kept the program on track — from discovery through steady-state payroll operations.

What Every Organization Can Apply

Successful payroll transformation requires more than salary processing.

- Strong internal controls
- Accurate employee information
- Consistent processes
- Timely statutory compliance
- Reliable reporting mechanisms
- Scalable workforce management practices

THE BOTTOM LINE

By combining these elements, organizations can:

Strengthen governance & internal controls

Improve the employee experience

Support long-term, sustainable growth



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ADDRESS Bellways Business Park No. 18, Syokimau, Kenya

PHONE +254 705 982 897

EMAIL info@achievo.co.ke

WEB <https://achievo-limited.com/>

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