

Investing in PIREL software pays off for Desjardins and its customers: Payroll reports are available online in less than 1 hour

The Desjardins Group is a savings and loans institution that specializes in investments, insurance, payroll services, and a wide variety of financial products for individuals and businesses throughout Quebec and Canada. The Desjardins Group employs 40,000 people, has 1,027 service centers, and total overall assets of \$89.9 billion.

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The Challenge

The Desjardins Group offers a payroll service for small to mid-sized businesses. Customers submit employee data to the bank through a web portal, and the bank then provides the customer with payroll records, deposit notices, government remittance slips, and other payroll related reports. Before implementing the PIREL solution, customers were able to input payroll data online, but were not able to retrieve reports. Instead, reports were generated weekly, bi-weekly, or monthly at Desjardins offices, and couriered overnight to more than 2000 customers across Quebec. This was a time-consuming and costly process, since Desjardins Group had to manage the processing, printing, and delivery of reports. Additionally, they needed security procedures in place to ensure that payroll information was never couriered to the wrong customer. Desjardins wanted to automate the system and offer customers the option of online access. They required a solution that was reliable and fast: After submitting employee data, customers required to have accurate next-day information.

The PIREL Solution

PIREL implemented a system that archives reports and makes them available to Desjardins's customers through the bank's web interface, AccèsD Affaires, or through a client application provided by PIREL. The PIREL EFS Server™ intercepts and indexes data from a mainframe, generates a PDF file, and archives the document in a database. When a customer requests a report, an IBM Websphere server retrieves the report from the PIREL EFS Server™, and makes the report available to the user. One of the challenges in implementing this system was to extract the data from the existing format - IBM channel and DJDE - from the mainframe, and to reformat it appropriately for the creation of PDF documents. PIREL also needed to provide an interface between the IBM Websphere server and the PIREL EFS Server™ through the PIREL Application Programming Interface (API). The integration was managed seamlessly, and today Desjardins Group provides its customers with access to 8 online payroll reports.

Now, a customer simply requests a report over the Internet: it is available in a convenient PDF format soon after entering employee data in the system.

The Result

PIREL was able to create substantial savings for the Desjardins Group by eliminating the need to print and courier hundreds of thousands of pages of reports per month. Desjardins Group also saves in the cost of resources that were needed to manage the reporting process. Security procedures related to ensuring that reports were mailed to the proper customer are no longer needed. Customer service has improved since customers do not have to wait for reports to arrive by courier: They are conveniently retrieved online soon after employee information is submitted. Additionally, since documents are conveniently viewed as PDF files, they are universally accessible regardless of the operating system or platform.

Summary of Benefits for Desjardins

- Improved customer service since customers can now have quick access to their payroll information.
- Improved convenience for the customer, since reports are now available online as universally viewable PDF files.
- Elimination of courier service fees and reduction of paper costs.
- Increased efficiency of the report processing procedure and greater security of payroll information.

About PIREL

Founded in 1994, PIREL is a software company dedicated to improving the way that business manages documents by providing robust, secure, high-calibre integrated document and content management solutions at competitive prices. PIREL recognizes the need for rapidly deployed web-based solutions that conform to open standards and maintain document integrity in a scalable and customizable framework. PIREL is committed to helping customers achieve their objectives by providing innovative software solutions and by building long-term, honest, and respectful relationships.

