

Mobile app gives Sensata employees secure, anytime access to payslips

Easy-to-use app gives employees autonomy and saves time for the payroll team

Sensata Technologies develops sensor-rich solutions for customers in the automotive, aircraft, marine and other industries around the world. In the UK it has around 1,000 employees across nine UK locations.

Equalising access

A small team at Sensata's Antrim site in Northern Ireland manages payroll for the entire UK staff. They use the cloud-enabled **Civica Payroll software**, which incorporates a secure self-service portal for employees to view and download their payslips.

Designers, developers, accountants, sales and others working at their desktops and laptops found the self-service portal easy-to-use.

But it was less straightforward for people working on the shopfloor, who relied on their mobile phones for access. Danielle Salters, Payroll Specialist at Sensata, explains:

"On a mobile phone, the portal doesn't display as well as on a computer. And in our case, a high proportion of our skilled shopfloor staff have a first language other than English. With their phones set up to use their first language, they weren't always able to access the portal."

Employees who couldn't retrieve their payslips had to ask the payroll team to supply them. That meant the team had to download the payslip PDF, apply password protection, and email it to the requestor. "Every month we would get around 40 payslip requests, which took about a day to fulfil," says Danielle.

- 1 3 weeks to deploy
- 2 1000+ app users
- 3 1 day saved each month

"All the benefits anticipated in the business case have been achieved, and we're seeing a good return on investment. The Civica mobile app is modern, convenient and easy to use, and puts your payslip information right in the palm of your hand."

Danielle Salters,
Payroll Specialist,
Sensata Technologies

Learn more:

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Danielle Salters,
Payroll Specialist,
Sensata Technologies

When fulfilling payslip requests, the payroll team had to take care to guard against information security risks such as failing to apply a password, or sending the wrong payslip to the wrong person. On top of that, these requests always coincided with the need to produce payroll balance reports for finance.

"It was frustrating for the individuals concerned, and frantic for the payroll team," recalls Danielle.

The case of change

That all changed since the rollout of the mobile app, which is integrated with the **Civica payroll solution**. In creating the business case, Danielle considered the time and admin savings for the payroll team, the opportunity to eliminate information security risks, and the need to ensure all employees could independently access their payslips at any time.

Within just three weeks of the initial conversation with Civica, the mobile app had been deployed and tested, and was ready for employees to download from the relevant app store. Using the same configurations as the self-service portal, the app allows payslip data to be viewed and downloaded in a mobile-friendly way.

Easy, convenient, secure

"All the benefits anticipated in the business case have been achieved, and we're seeing a good return on investment," says Danielle. "The mobile app is modern and convenient and puts your payslip information right in the palm of your hand. It's the kind of capability people increasingly expect from an employer."

The mobile app is easy for everyone to access and use, regardless of the make and model of their phone and the language it's set to. Users are autonomous: they have the information they need at the right time. And because the payroll team no longer has to send out payslips by email, they have a day back each month to focus on generating critical reports.

Informal feedback indicates that employees in all roles prefer the app over the self-service portal.

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