

**CLIENT**

AT&T

INDUSTRY

Communications

WEBSITE

www.att.com

COUNTRY

USA

PROFILE

Deliver advanced mobile services, next-generation TV, high-speed internet and smart solutions for people and businesses. That's why we're investing to be the premier integrated communications company.

SITUATION

AT&T's manual and paper-based payroll and expense reporting processes had become cumbersome and inefficient, resulting in higher administrative costs, poor data quality, and an increase in support requests.

SOLUTION

SPARK Forms Builder for SharePoint gave AT&T an easy way to automate its paper-based forms, and help to integrate and centralize all of its payroll & expense processes.

BENEFITS

- Reduction in administrative costs
- Reduced time for data entry
- Improved data quality
- Easily integrated with Accounting System

AT&T's employ a part-time and full-time staff members, part-time staff members are paid hourly, they had been required to fill-out paper timesheets and expense reports manually, which were routed by hand for manager approval. Once approved, the data was then manually insert into the institution's payroll system.

The AT&T faced a challenge of using the above mentioned manual and paper-based forms & processes were causing increasing amounts of time, increasing administrative costs, increasing input errors, missing signatures and poor authentication. The institution instantly needed to resolve the situation. They needed to make sure that the solution would fix the problem quickly, effectively and to be cost-effective and scalable to adapt AT&T needs now and in the future.

"It had really become difficult for our payroll staff to raise efficiency in the filling and submission process. As a result, the paychecks were often several days late, and the institution's HR staff was becoming burdened with complaints and administrative rollbacks", says Richard Anderson, ICT Manager.

AT&T team understood that an automated IT-based solution that put an end to manual processes that were subject to human errors would resolve their problems.

AT&T chose to implement **SPARK** solution based upon SharePoint, a Forms designer that enhances business processes and offers fast ROI.

"**SPARK** Forms Builder was exactly the solution AT&T was looking for. **SPARK** integrated seamlessly into our existing infrastructure, and quickly brought all of our forms and processes, from the simple to the complex, into line, and it was really easy for our users to design, manage and maintain their forms and processes, and to reuse them again and again", says Richard Anderson.

"The **SPARK** solution enables our users to easily input payroll and expense data themselves, and it integrates easily to the existing workflows to be sent automatically for manager approval, so no more paper or manual routing, once approved, the data is automatically inserted into financial system without need for manual intervention", says Richard Anderson.

The **SPARK** solution not only automated AT&T's payroll and expense process, it also simplified accounting. Using **SPARK** special function, the system can easily capture financial information records, classify it, and archive it in the institution's SharePoint accounting list for on-demand access and analysis.