

Interim Payroll Support for all EMEA countries

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Customer Pocket Story

torq.people

Duration: 06/2024 – 12/2024



“torq.partners provided us with interim support in our understaffed payroll area. This enabled us to manage critical issues seamlessly and across multiple countries. What I particularly liked about the collaboration was torq.partners’ pragmatism and proactivity”

Norman Fiebig
EMEA Finance Team Manager

Project Scope

- Interim payroll support for Germany, France, Netherlands, Spain, Italy and UK
- Additional HR Analytics support

Use Cases

- Support with preparatory payroll for all EMEA countries
- In particular, support with the payroll realisation for layoffs and salary increases
- Contact person for internal and external stakeholders related to payroll accounting
- Implementation of HR Analytics tasks
- Implementation of personnel cost planning for 2025

Industry

Software, music



Problem

- The prolonged absence of a payroll team member due to illness and the subsequent departure from the company led to **bottlenecks in internal capacities and an overload for the remaining staff member**.
- The department was **understaffed**.
- The remaining person was **unable to cover crucial work** for the company.
- Planned **absences such as vacations could not be compensated** for.



Solution

- Interim **support for payroll** to address capacity bottlenecks
- **Takeover of payroll processes** for Germany, France, Netherlands, Spain, Italy and UK to ensure coverage
- **Point of contact for all internal and external stakeholders** for payroll-related questions
- Proposals for **improving processes**
- **Assurance of timely processing of payroll processing**, answering inquiries from the authorities and management of incoming correspondence
- **Supervision of company pension schemes** and organization of the relevant documents
- **Support in the preparation of critical reports** and personnel cost forecasts for 2025
- **Substitution** during vacation days
- **Facilitation of the the onboarding** of the new team member



Impact

- Critical **payroll tasks were seamlessly managed** across multiple countries, preventing disruptions.
- Timely and effective responses to internal and external queries **built trust and reliability**.
- Proposed improvements **streamlined payroll processes**, reducing future bottlenecks.
- **Ensured employee satisfaction** and compliance by processing payroll on time.
- Provided crucial reports and forecasts, **aiding strategic financial planning**.