

# EASY HELP DESK®

**Resolve** employee payroll queries in minutes instead of hours

**Easy Help Desk** radically simplifies payroll help desk and support processes by allowing users to research and resolve employee payroll queries from a single screen inside of SAP®.



## Decrease payroll help desk issue resolution time by up to 80%

Easy Help Desk provides support resources, including first tier support, with the tools to quickly answer complex questions.

1

Provides a real-time view into payroll results, reports and statements in a single dashboard.

2

Analyses results, including retroactivity, and highlights possible reasons for changes.

3

Emails PDF reports or payslips to an employee to speed issue resolution.

**FASTER & EASIER**

In under an hour, even less skilled staff can learn to research and solve complex payroll queries.

## Streamline troubleshooting and support of complex payroll inquiries.

Easy Help Desk provides payroll, help desk, and shared service center users with real-time access to payroll results, leave balances and HR master data from a single dashboard. As a result, users see dramatic improvements in turnaround time and number of queries solved at first contact. What once took hours to research can now be resolved in minutes.

With Easy Help Desk, users no longer have to run multiple reports or access multiple transactions and screens to quickly get to the bottom of a payroll question.

**LEARN  
MORE**

To schedule a personalised demo or to learn more about how SpinifexIT solutions make SAP HR/Payroll faster and easier, visit [www.spinifexit.com](http://www.spinifexit.com) or contact [info@spinifexit.com](mailto:info@spinifexit.com).