



CLIENT SUCCESS STORY

Delivering a payroll solution tailored to policing requirements



As part of our long-term partnership with Thames Valley Police (TVP), we deliver a comprehensive payroll solution, customised to its expert payroll team's requirements.

High payroll system expectations

TVP needed a payroll system capable of managing the different terms and conditions of their Officers and Staff, catering to differing contractual entitlements for example pension schemes.

A software solution to calculate pay and efficiently incorporate complex, varied allowances and expenses, in accordance to police regulations. Pension calculation and administration for both the Police Pension Scheme and the Local Government Pension Scheme was also a critical factor.

TVP has an expert team with significant expertise in payroll administration, so it was looking for an advanced software solution that it could use in-house, underpinned by flexible support services tailored to its specific requirements.

Safety focused policing

Thames Valley Police is the largest non-metropolitan force in England and Wales.

9,000

workforce

2,200

square miles of coverage

196

miles of motorway and three countries

2.34

million people which has grown by 10% in the last 10 years.



A partnership ready to drive success

At CGI, we've worked closely with TVP for over two decades, delivering efficient and cost-effective services which the force can access easily via the Government Cloud Framework. Reflecting the changing requirements of policing in general and TVP in particular, we collaborate with TVP's payroll team to pivot our support in line with its evolving priorities.

Our established relationship gave the TVP payroll team confidence that we could deliver exactly what it needed, combining our expertise in software design, hosting and support, robust cyber security and legislative compliance with the team's expertise in payroll management.



Delivering multi-faceted payroll capabilities

We implemented our HMRC-recognised ePayfact payroll solution, designed with the adaptability to cater for Government and public services organisations. Its ability to interface data easily into the payroll makes it a strong coordinating tool for a broad range of data.

We also provided:



iPayview

Our proprietary solution, to give Officers and Staff real-time 24/7 access to their payroll documents such as payslips P60s and P45s from a PC or Android or iOS mobile app.

To augment the TVP payroll team's expertise, our service wrap included a flexible and advanced Business Intelligence reporting function and access to a knowledgeable CGI service desk for any issues, queries or advice requirements. This service desk expertise is backed up by an extensive document library that provides how-to guidance on a wide range of topics, from interfacing data to processing shared paternity pay.

Underpinning this, we embed ongoing software maintenance, advanced security defences and regular legislation updates to keep our solutions compliant with all applicable legislation and regulations. TVP wanted peace of mind that its data and systems would be protected from the growing cyber threat landscape. Our evidenced commitment to security, our industry-leading privacy and security accreditations, reassured TVP that its payroll service was in safe hands.

A payroll solution customised to police requirements

Today, the TVP payroll team focuses on payroll processing, importing data from other in-house or third-party systems for functions such as HR, duty management and expenses. Our flexible functionality and in-depth guides allow the team to set up imports, either as an ad hoc event or part of the monthly routine, to pull data in easily and seamlessly.

The team often calls on our service desk for rapid query resolution and expert advice on how to achieve its payroll objectives.

TVP's payroll experts are confident that our monthly releases keep the ePayfact payroll software updated with any new features, legislative changes, security enhancements and ticket requests. This peace of mind this brings allows the payroll team to focus on optimising its day-to-day activity.

A future-ready payroll solution

TVP knows that the flexibility of our products will allow the force to continue to enjoy a bespoke approach, incorporating market-leading software supported by an efficient service desk, robust security and complete legislative compliance.

Key benefits



Cost-effective, efficient payroll solution



Peace of mind from full regulatory compliance



Industry-leading cyber security included



Expert service desk support and rapid resolutions

Delivering a trusted payroll system that's comprehensive, secure, compliant and meets the needs of the largest non-metropolitan force in England and Wales.

We see CGI as a trusted partner. Throughout our long-established relationship, we've found them to be knowledgeable, helpful, responsive and reliable. We're confident they will continue to deliver the payroll solutions we need to provide efficient payroll services.

Thames Valley Police

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable, and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit [our webpage](#)

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