

**Organisation:** Department of Social and Family Affairs



## **Department of Social and Family Affairs**

**Overview:** The Department formulates appropriate social protection policies and administers and manages the delivery of statutory and non-statutory schemes and services.

The Department is responsible for the delivery of a range of social insurance and social assistance schemes including provision for unemployment, illness, maternity, caring, widowhood, retirement and old age. Payments are made to nearly 950,000 people each week with over 1.5 million people directly benefiting from those payments.

*"Our mission is to promote a caring society through ensuring access to income support and other services, enabling active participation, promoting social inclusion and supporting families."*

**Core Modules in Place:** CorePay, CorePay Employee Self Service, CorePay Platinum Support.

**Implementation Date of CorePay:** 1997

**Challenge:** To provide a guaranteed, 100% secure and reliable payroll and HR solution to one of Ireland's most public and influential government departments. The number of payments processed by the Department of Social & Family Affairs is far in excess of what most organisations would experience and as such they needed to employ a payroll solution which they were confident could handle their extensive requirements.

**Solution:** Core provided a state of the art payroll solution incorporating back office payroll and self service payroll facilities for employees. The Department selected the

CorePay solution because of the systems proven reputation in operating successfully in high turnover environments and its track record for processing payroll with zero error.

**Benefits:**

- The Department of Social and Family Affairs can rest assured in the knowledge that they are running a trusted, secure payroll solution that has been the system of choice for Ireland's leading organisations for over 20 years.
- Through the implementation of CorePay's Employee Self Service functionality, Department employees can now access their payroll details at the touch of a button in a guaranteed secure environment. Routine queries to the payroll department have reduced substantially as employees are provided with all necessary Payroll information.
- The Department also opted to add CorePay Platinum Support to their CorePay package. CorePay Platinum Support provides the Department with Support Services available, 24 hours a day, 7 days a week. As a Platinum customer, the Department receives superior, highly personalised support. The Core Platinum Support Service has allowed the Department of Social and Family Affairs to incorporate planned proactive activities ensuring they get the maximum benefit from their system.