



Case Study:

Shell

Client

Shell is best known to the public for service stations and for exploring and producing oil and gas on land and at sea. Shell also transports and trades oil and gas, markets natural gas, produces and sells fuel for ships and planes, generates electricity, and provides energy efficiency advice. Shell operates in over 140 countries and territories and employs more than 112,000 people. Around the globe, Shell companies work in partnership with industry, government, and society to deliver what is expected of them – economically, socially, and environmentally.

Challenge

The overarching goal at Shell, aside from removing costly paper processes and manual procedures, is to provide enhanced services to employees. They strategically look at processes to determine which HR functions they can do efficiently internally and which they can outsource in an effective manner. While some companies have opted for a comprehensive “soup to nuts” approach to HR outsourcing, Shell prefers to phase in a variety of outsourced functions to employees over a longer period of time based on proven success records.

Solution

Unemployment Tax Management

The first TALX service implemented by Shell was unemployment tax management solutions. On Shell’s behalf, TALX identifies erroneous or inaccurate unemployment claims, files appropriate protests, and provides hearing preparation and representation for Shell.

Employment and Income Verification

Shell also partnered with TALX for automating employment and income verifications thereby removing incoming requests from mortgage lenders, credit card agencies, social service agencies, and other entities that have a need to verify a Shell employee’s income and employment status. Shell wanted to avoid the liability of inaccurate or inappropriate information being provided and assure a consistent, accurate response across the organization. Moreover, they didn’t want managers with screens up on their desktops containing private employee information that could create an identity theft risk.

W-2 Management

Shell then worked with TALX to implement a W-2 solution that allows employees to obtain their W-2 information online as well as request a correction or reprints. Implemented at the end of 2004, more than 7,500 Shell employees now receive their W-2 information through this service.

Paperless Pay

The most recent agreement between Shell and TALX is paperless paystub and pay information services. This service was implemented initially as a pilot program and then rolled out to all Shell employees. The new service allows Shell employees to receive their paystubs and other pay information electronically

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TALX

or via the telephone through secure access, thereby removing the cost of printed paystubs. This service also boosted direct deposit rates, which in turn saved Shell the time and money associated with printing checks. Previously, Shell was printing paper copies of the pay advice for employees for each pay cycle and distributing these hard copies through the mail.

Results

By partnering with TALX, Shell realized tangible savings including:

- Annually, TALX removes more than \$4 million in unemployment claims liability for Shell and recovered more than \$300,000 in state charged errors. In addition, TALX found \$318,000 in overcharges, resulting from people collecting benefits for which they were not eligible. When combined, TALX was able to save Shell \$770,041 in actual tax payments for the year, marking a significant return on investment.
- Approximately 10,000 incoming requests for verifications were halted. In addition, service to employees was greatly enhanced since prior to implementation, an employee could wait two weeks to a month for a response. The instant, secure delivery of this information has benefited Shell, the employee, and the verifier.

- Each time an employee consents to receive the W-2 electronically, it translates into paper, printing, and distribution savings for Shell.
- Shell performed a cost-benefit analysis of migrating to an electronic mechanism for payroll and estimated approximately \$500,000 in annual savings.

For more information on how your organization can take advantage of these cost saving services, please call **1-800-888-8277** or visit www.talx.com.