

Paperless Payroll and HR Solutions at Viacom

About Viacom International, Inc.

Viacom is a major global media company with significant holdings in broadcast television, cable television, motion pictures, radio, outdoor advertising, online media, retail and publishing. Viacom's more well-known subsidiaries include CBS, Paramount Pictures, MTV, Infinity Broadcasting, Nickelodeon, VH1, BET, Comedy Central, Blockbuster, Simon & Schuster, and many others.



file data by employee and routes the data appropriately based on information in the employee record. If employee information specifies a printed check, the spool file data is routed to a designated check printer. If a printed direct deposit voucher is specified, it is routed to a different printer. If paperless direct deposit is specified, the data is routed to Digital Designs' DocAgent product, which transforms it into an individual PDF document—formatted just like the printed version. The PDFs created by this process are then emailed automatically to the appropriate employee using the email address specified in each employee record.

A growing number of Viacom divisions are taking advantage of the benefits of paperless direct deposit. Today, nearly half of Viacom's employees who have signed up for direct deposit have opted for paperless delivery. An added bonus has been the reduction of confidentiality problems otherwise caused by the manual handling of these sensitive documents.

A Unique Challenge

In 2003, Viacom acquired Infinity Broadcasting Corporation, one of America's largest major-market radio groups with nearly 200 radio stations in operation. In keeping with its objective to expand paperless direct deposit services to as many employees as possible, Viacom mandated that all Infinity employees already enrolled in this division's direct deposit program receive their vouchers electronically. But there was a problem: Many of the email servers within the Infinity division were outside of the Viacom's firewall structure. Because of Viacom's security and confidentiality requirements, sending payroll information to email addresses on these servers simply wasn't an option. Once again, Viacom's HR systems staff consulted with Digital Designs, and once again, a cost-effective solution was designed.

A Next-Generation Solution

Digital Designs recommended its DocAgent for Web solution, which introduced the ability to pass the PDFs already created by the DocAgent product to a secure web site. From this web site, em-

Targeted Applications:

- Payroll, Direct Deposits
- A/P Checks
- Mailroom Automation
- e-Document Management

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Challenge

- Implement a paperless direct deposit voucher process for tens of thousands of Viacom employees.

Solution

- Use SmartMerge to automatically route and parse payroll data
- Use DocAgent to automatically create PDFs of direct deposit vouchers and route to employees via email
- Use DocAgent for Web to automatically route PDFs of direct deposit vouchers to secured website for employee access

Benefits

- Improved security and confidentiality
- Rapid return on investment by:
 - Reducing the number of hours needed to process payroll
 - Eliminating the paper and printing needed to process payroll for over 20,000 employees twice per month
 - Eliminating postage and other distribution costs

“Digital Designs took the time to get to know us as a business, not just sell us a product...without that, they never could have suggested the solutions that so powerfully evolved our processes.”

A Quest for Paperless Processes

Since 1999, Digital Designs has collaborated with Viacom's HR department to implement several document management solutions using its SmartMerge, DocAgent, and DocAgent for Web products. The result has been a remarkably fast return on investment by dramatically reducing the manpower, paper and postage required to process payroll for tens of thousands of Viacom employees.

Viacom uses SSA Global's Infinium payroll application, running on its iSeries server (AS/400) to manage much of the company's payroll and HR-related transactions. Instead of printing payroll checks or direct deposit vouchers for all employees, selected spool files generated by Infinium are intercepted by Digital Designs' SmartMerge software, which separates spool



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employees can easily log in at their convenience from any Internet browser to access direct deposit vouchers. This solved Viacom's security issue, leveraged the company's investment in DocAgent, and gave the company another means to extend paperless direct deposit to its divisions.

“With Digital Designs, when it comes to automating document management processes, it seems we are only limited by our imagination.”

How DocAgent for Web works:

The PDF files generated by DocAgent on the iSeries server, are instantly moved via FTP to a specially configured document server, and are indexed with the appropriate fields in an SQL database that is populated by DocAgent for Web. A web server is connected to the document server, and when a user requests information from this server—either via the Internet or a corporate intranet—the web server pulls this information from the document server and presents it to the user.

In the case of Viacom and its Infinity Broadcasting division, fully encrypted PDFs of direct deposit vouchers are created once the payroll cycle is completed within the Infinium software. Each PDF created by DocAgent is only 12 to 16K, so very little storage resources are required. DocAgent for Web then moves these to the company's secure website. When requests are made by authorized users on this website (using a special log-on and password), a listing of that user's recent direct deposits are presented. When a record is clicked, the PDF of the actual voucher is shown, which can then be viewed, downloaded or printed.

With some minor customizations, this innovative “web presentment” solution met Viacom's rigorous security requirements of user authentication and firewall protection. Viacom's H.R. systems personnel and Digital Designs worked closely to ensure all requirements were achieved quickly and economically, and that the entire solution was online by the due date.

With the success of web presentment at Viacom's Infinity Broadcasting division, Viacom is now expanding this method of delivery to its recently acquired Black Entertainment Television (BET) division.

Benefits—More than Just Fast ROI

Building on the tremendous benefits already realized from the DocAgent product, DocAgent for Web has allowed Viacom to in-

crease the number of employees using paperless direct deposit to nearly 20,000. The innovative products from Digital Designs have provided Viacom with enhanced security and confidentiality, and a fast ROI. In addition, Viacom has realized many document management benefits over and above paperless direct deposit vouchers. These include:

- **Personnel Action Forms.** Created by DocAgent, these “forms” contain information for reviews, promotions, etc. and are automatically populated with appropriate H.R. information and then routed to managers via email. This has reduced the processing time from days to hours.
- **Periodic payroll reports.** Containing payroll information for department managers, these large spool files are automatically separated by SmartMerge into departmental portions, are transformed to PDF by DocAgent, and are then routed to managers via email. This has eliminated delays as well as the hundreds of man-hours required to manually print, separate and deliver these documents.
- **Annual Benefit Letter.** Tens of thousands of Viacom employees will soon begin receiving this document by email using DocAgent, which will eliminate the printing and manual distribution of this document
- **Financial reports.** Many printed reports within Viacom's H.R. department are regularly transformed into PDF format and then emailed to recipients using DocAgent, thus saving significant time and money

Learn More

Helping people and businesses manage business information more efficiently through innovative document management solutions is the mission of Digital Designs. From laser printing, to secure global document delivery, to enterprise-wide electronic document access and archiving, Digital Designs delivers measurable value to the bottom line of hundreds of iSeries customers.

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