

# World's leading heavy automobile manufacturer seeks a high standard of local payroll support

Volvo explains what led them to choose TMF Group for payroll services in Singapore.

## About the client

The Volvo Group is one of the world's leading manufacturers of trucks, buses, construction equipment, marine and industrial engines. The Volvo Group has approximately 100,000 employees, production facilities in 18 countries and it sells its iconic products in more than 190 markets. Volvo has a regional sales office in Singapore with approximately 460 employees.

## In their words

"For the past 10 years, we have used an external vendor in Singapore to carry out our payroll, leave and benefits administration. However, the provider's service level started to decline drastically due to management changes and staff turnover, and we strongly felt the need to replace them with a more consistent payroll service provider.

"We needed an experienced team; trustworthy and reliable and with complete human resource information system (HRIS) capabilities and software. They also needed to be very knowledgeable of local legislation and statutory compliance, to support our specifications and demands.

"Many providers offered similar services at competitive pricing. However we chose to work with TMF Group because of their very good reputation. We believed they could deliver a high standard of service."

## How TMF Group helped us

"TMF Group has been our HR and payroll service provider since 2014. Over the past two years, they have helped us with a number of HR benefits customisations and implementations. The payroll team is experienced, making sure we comply with the relevant statutory requirements. They also ensure accuracy and keep turnaround times on schedule.

"Earlier this year, we were obliged by the Ministry of Manpower in Singapore to implement a mid-month payroll run for overtime salary within a tight timeframe. With TMF Group's help, we were able to fulfil this obligation. We are very pleased with TMF Group's services."

## In the future

"Recently, we have carried out a global restructuring of our trucks business for more profitable growth. Our Singapore office is set to increase to about 500 employees over the next two years. We have built a good working relationship with TMF Group, and we certainly hope they continue to be our preferred service provider."

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*Jess Young  
Senior Manager, Human Resources Services  
The Volvo Group*

TMF Group provides the following services to Volvo in Singapore:

- HR and payroll



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