CASE STUDY

Hayleys Business Solutions International (HBSI), powers complex payroll operations with PeoplesHR

How a leading Sri Lankan Business Process Management company runs compliant & on-time payroll across 100+ companies



MEET HBSI - WHO ARE THEY?

Industry
BPM

Payslips Processed
25000+

Location
Sri Lanka

Some organizations are trusted with work that sits at the core of how businesses run. **Hayleys Business Solutions International (HBSI)** is one of them. HBSI is a Business Process Management company and a fully owned subsidiary of Hayleys PLC, one of Sri Lanka's largest and most diversified conglomerates.

For HBSI, trust isn't just a brand promise. It's the foundation of every service it delivers and every client relationship it protects.

The company provides a broad range of outsourcing and business support services, including finance and accounting, payroll outsourcing, consultancy, IT and digital solutions. **Among these, payroll outsourcing is one area where that trust becomes especially visible. Payroll has no room for 'almost right'.** It has to be accurate, compliant and on time, every cycle. Anything below the standard will impact on the employees directly and the client's credibility will be at stake. A payroll service provider carries responsibility of protecting both the employee and the client.

The trust placed in HBSI is supported by more than reputation. The company is certified to ISO/IEC 27001:2022, and is also a member of SLASSCOM, registered with the Board of Investment of Sri Lanka and a member of the Council for Business with Britain. **When an organization that adheres to standards like these chooses PeoplesHR, it reflects both the confidence HBSI places in the PeoplesHR platform and the operational discipline HBSI is built on.**

THE CHALLENGES AND THE DECISION

WHY DID HBSI CHOOSE PEOPLESHR?

A Dependable Platform for Critical Service Delivery

When payroll is part of the service being delivered, the system behind it has to be dependable without exception. PeoplesHR has supported one of HBSI's most important service areas day after day, year after year.

Responsive Support During Operational Challenges

Behind the platform is a team that responds. Through years of deadlines, regulatory changes and operational challenges, PeoplesHR's support has helped HBSI keep payroll moving and maintain continuity across a complex service environment.

A Long-Standing Partnership Built on Shared Values

13 years

Built on mutual respect, shared values and the ability to work through challenges together, it is a partnership that has only grown stronger over time.

THE CHALLENGES AND THE DECISION

WHY DID HBSI CHOOSE PEOPLESHR?

A Scalable Platform

As HBSI expands its payroll services across more companies and industries, PeoplesHR is built to scale alongside it. Growing employee volumes, diverse pay structures and changing client requirements can all be managed through one dependable platform, without adding unnecessary complexity.



"

Looking back at our successes is not something we do frequently.

But reflecting on this journey has made us realize how far HBSI and PeoplesHR have come together.

Despite the challenges, we have built a successful collaboration over the last 13 years that everyone can be humbly proud of!

"

Rukshani Malewana
Director / CEO
Hayleys Business Solutions International Pvt. Ltd

THE PEOPLESHR IMPACT AND SOLUTIONS

HBSI chose PeoplesHR and runs payroll on it, for its own workforce and its internal and external clients. Therefore, the platform behind the service must be able to handle volume, variation, deadlines and client expectations without becoming a risk to delivery. Here is what that trusted partnership continues to handle.

Scale that leaves no room for error

Each month, PeoplesHR helps HBSI process around 25,000 payslips across approximately 25,000 employees. One cycle. No margin for a late run or a wrong figure. For a BPM provider, this is a real test of an HRIS platform. It's not about whether the system can service one company. It's whether it can handle volume like this, accurately and on time, servicing across many companies, structures and commitments with consistency.

Many companies. Many pay structures. One system.

HBSI runs payroll across 17 sectors, from manufacturing, construction, services to power generation, along with multiple external client organizations. Each business environment carries its own workforce realities, pay structures, allowances, shift rules and statutory requirements. For many systems, this level of variation becomes a limitation. For HBSI, it is part of the service promise. PeoplesHR supports this complexity through one platform, helping HBSI manage different payroll requirements across a diverse client and company base with consistency.



THE PEOPLESHR IMPACT AND SOLUTIONS

Compliance support that moves as fast as the rules

Payroll regulations can change often, sometimes with little notice. **PeoplesHR helps HBSI adapt quickly, supporting compliant payroll processing while still meeting critical deadlines.** For any operation running payroll across multiple entities, a platform that keeps pace with regulatory change is not a convenience. It is protection for the business, the service provider and the clients who depend on them.

Built for a dynamic workforce

Across a diversified clientele supported by HBSI, people are constantly joining, moving and leaving. High employee mobility is usually where payroll errors creep in. Changes in roles, companies, pay structures, allowances or employment status need to be captured accurately before every payroll cycle. **PeoplesHR helps HBSI manage these workforce movements cleanly, reducing the risk of missed updates and supporting payroll continuity across a dynamic, multi-company environment.**



"In payroll operations, the real value of a platform shows under pressure. Every cycle has to be right and on time.

PeoplesHR carries that pressure with us, so my team can focus on the work that needs judgement rather than chasing the system to keep up.

That is what lets us deliver with confidence, month after month."

Rajika Gunasekara
General Manager
Finance & Accounting and Payroll Operations
Hayleys Business Solutions International Pvt. Ltd

HBSI x PEOPLESHR PARTNERSHIP AT A GLANCE

Trusted to serve one of **Sri Lanka's Largest & Most Diversified Conglomerates**

17+ industry sectors supported

25000+ payslips processed every month

In payroll outsourcing, trust is more than a promise.
Every salary processed carries a responsibility to employees and the businesses that depend on timely, compliant payroll delivery.

With PeoplesHR, HBSI upholds that responsibility across complex operations, where accuracy, consistency and reliability are non-negotiable.

Different businesses. Different payroll needs. One trusted partner.

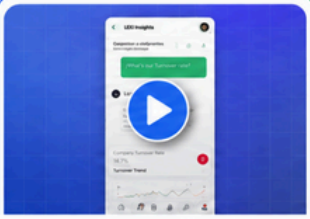
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INTERACTIVE PRODUCT DEMOS

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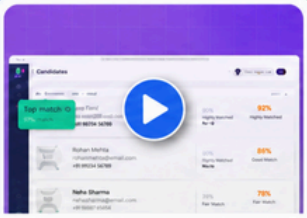


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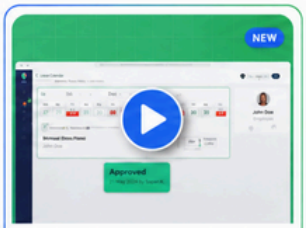


RECRUITMENT

CV Ranking

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WATCH DEMO →



LEAVE

Manage Leave Applications & Approvals

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WATCH DEMO →

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PeoplesHR

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