



CANDOR

YOUR TRUSTED PAYROLL SERVICE PROVIDER

Introduction

Candor Business Solutions Pvt. Ltd. was incorporated in June 2005 and certified under Standards on Assurance Engagements (SAE) 3402. As a part of the Business Process Outsourcing space, Candor was established to offer our current and future clients a focused, comprehensive, and all-encompassing admin and operations services covering Payroll Processing, Statutory Compliance, Retiral Benefits Administration, Contract Staffing Solutions, Statutory Registrations/Renewals and Book Keeping.

Our esteemed clients have included BPL Group, Hero Motors, Yokogawa, Embitel Technologies, Kia Motors, PESITM, Moog Controls, Xpheno, Neilmed Devices, GF Machining Solutions, Sigma Infosolutions, Sequire India, Dreamplug Paytech, Eclinical Solutions, ADA Digital Analytics, Hasiru Dala, etc. We are currently processing and managing payroll requirements of over 15000 employees.



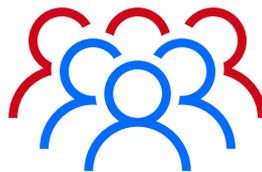
Our Philosophy

Candor means the quality of being honest, and straightforward in expression. At Candor, we believe that total transparency and integrity are the foundation of every successful business relationship

Our honest and transparent culture leads to long term trust based partnerships with our clients & employees- and this has been key to our success story.



100% REFERENCEABLE



95+ CLIENTS



ZERO CLIENT ATTRITION

Our Directors

Candor was established by a team of highly experienced, ethical, and motivated women

Umadevi S.Y. founded Candor after a 10-year tenure at BPL where she gained valuable insights into the automation of payroll from traditional manual methods. She also manages her family's diverse business portfolio, which includes manufacturing, healthcare, hospitality, automobiles, and real estate. With 29 years of experience in corporate management, she oversees all finance, HR, and daily operations across the group companies.

She is also the CEO of the PES and SVVS Trusts, which consist of 14 educational institutions with over 7500 students. Uma holds a Master's in Commerce and is a gold medalist from Mysore University.

N.Shilpi, Co-Founder and Mentor, As Chief Mentor at Candor Business Solutions, N. Shilpi brings two decades of experience in payroll, employee benefits, and digital transformation. Having founded and successfully scaled Candor before transitioning out of ownership, she now serves as an independent advisor, offering strategic guidance on industry trends, business growth, and technology adoption. In this role, she mentors the leadership team, leveraging her expertise to navigate market dynamics and support strategic decision-making.

Shilpi has graduated from LSR, Delhi University, and has an MBA from SMC Pune, Andrews University, Michigan



Our Clients

YOKOGAWA  KIA  hero MOOG  Xpheno

NeilMed®  +GF+ GF Machining Solutions   Clinical 
Dream Plug Powered by illuminate®



We are currently processing and managing payroll requirements of over 15000 employees.

Our Services

At Candor, we offer customized payroll services designed to meet the unique needs of each client. Our proprietary payroll processing software, developed exclusively for our use, ensures robust, up-to-date functionality, and delivers accurate results with efficiency and a forefront emphasis on data security.

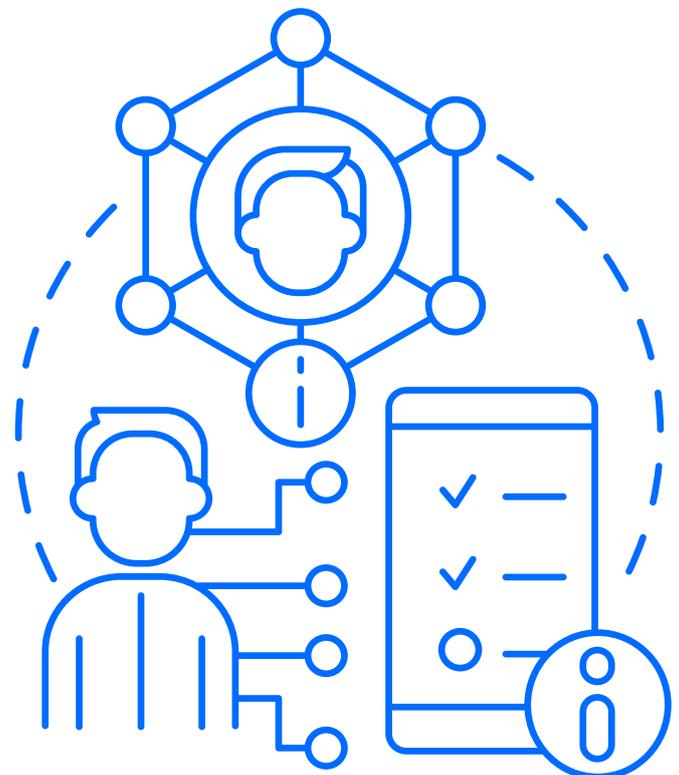
We offer a customized Employee Self-Service (ESS) portal, accessible via both web and mobile, where employees can conveniently view their monthly payslips, access tax computations, upload tax documentation, submit queries, and more.

While automation and AI continue to evolve, we believe that human expertise still remains essential in service outsourcing. By combining the best technology with our highly skilled team, we provide a unique and unparalleled payroll service experience, setting us apart as a trusted leader in the industry.

Our Services Include:

Statutory Registrations and Payroll & Statutory Compliance Services

- **Statutory Registrations/Amendments/Renewals under**
 - Shops & Establishment
 - Profession Tax
 - Employees Provident Fund
 - Employees State Insurance
 - Contract Labour Regulation Act
- **Salary Processing with Online Access to Employer /Employees**
 - Payroll Processing
 - Statutory Deductions
 - Bank Advise
 - Web Access to Employees
 - Mobile App
 - Leave Record Maintenance (Online)
 - Customized Outputs
- **Compliance under the State Labour Laws**
 - Preparation of Monthly reports
 - Professional guidance for maintenance of registers
 - Filing of periodical returns
 - Liaison with the Departments
 - POSH Compliance
- **TDS - Salary**
 - Collection of Investment Declaration
 - Verification of Investment Proofs
 - Facilitating Monthly Remittance
 - Issue of Form 16
 - Filling of Form 24



- **EPF**
 - Creation of UAN to employees
 - Upload of Monthly ECR
 - Facilitating Remittance
 - Assistance in withdrawal/ transfer formalities
 - Employees Queries Handling
- **Professional Tax**
 - Facilitating Remittance
 - Filing of Monthly and Annual Returns
- **ESI**
 - Creation of IP for eligible employees
 - Upload of monthly Challans
 - Facilitating Remittance
- **Labour Welfare Fund**
 - Recovery of Employee contribution
 - Advise on the Employer Contribution
 - Facilitating remittance
- **Payment of Bonus Act**
 - Bonus Computation for Eligible Employees
 - Filing of Returns
- **Retiral Benefits Administration**
 - Provident Fund Accounts & Administration
 - Superannuation Fund Accounts & Administration
 - Gratuity Fund Accounts & Administration
 - Investments Administration
 - Audit & Inspections



- **Handling Employees Queries / Conducting Help Desks**
- **One-time Statutory Audits / MIS**
- **Temp Staffing Solutions / Contract Labour Compliance**
- **Salary & Investment related Training & Education for Employees**

Temp Staffing Services

Candor provides reliable temporary staffing solutions that offer you the ability to build your team strength without absorbing them as full-time employees, Our services also provide crucial support to overburdened employees during peak periods or critical workloads. The full service is cost-effective and helps organisations that may not have the necessary infrastructure or inclination to perform these labor-intensive tasks. You short-list, Interview, and Select your candidates, and we as your temporary staffing agency, we will complete the joining formalities.

Highlights of our temporary staffing services

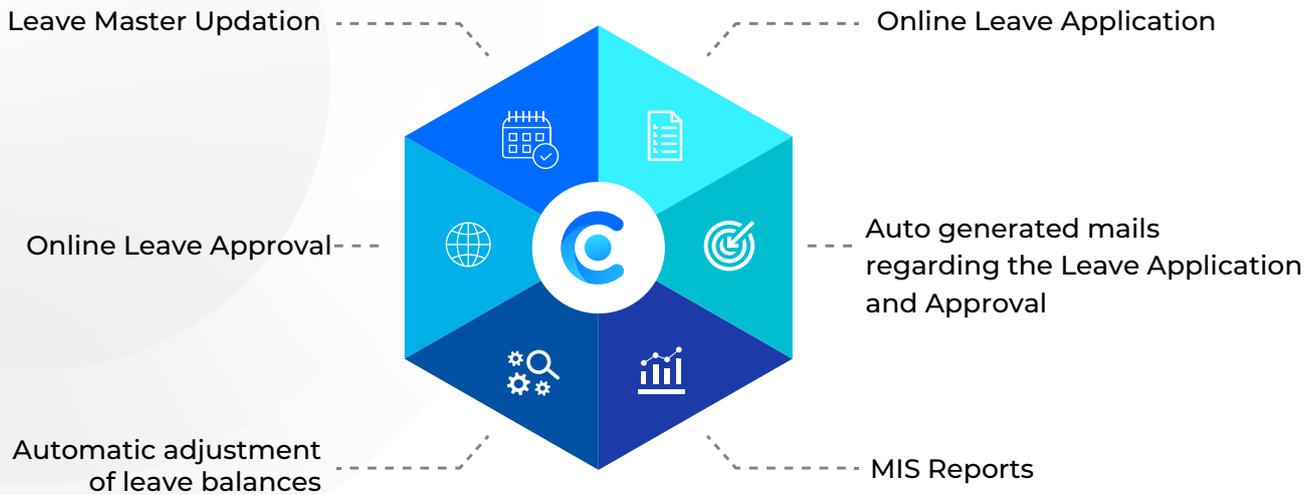
- Temporary employees who will stay on our rolls.
- Handling of Standard Contractual Procedures.
- Payroll and Personnel administration.
- Statutory Compliance, remittance of statutory payments, and other related administration.
- Employee registration under ESIC & EPF schemes.
- Access to ESS module to these Temporary/Contract Staffing employees so that they can upload the Mandatory KYC documents.



Web access to Payroll – ESS Module and Mobile App

EMPLOYER ACCESS	EMPLOYEE ACCESS WITH MOBILE APP
To View data of all Employees	Monthly Pay Slip
Salary Reports	Year to Date Salary
MIS Reports	Loan Details
Customized Reports if any	PF Contribution Details
Collect Onboarding Documents	Investment Declaration
Leave and Attendance Tracking	Income Tax computation
	PF UAN/ESI related information upload
	Attendance Details
	Leave Balances
	Company Specific information
	Latest Updates
	Query Management
	Reimbursement Details
	To view available data

Online Attendance Module



Query Management

A single-point dedicated contact is set up for each customer along with a customized email query system. Each customer is provided a dedicated email address for employee queries. All queries are guaranteed a 48 working hours response time except those that are received during weekends/holidays - they are responded to on the next working day. Each customer nominates a single-point contact - employer contact (EC) to provide almost instant response to employer queries.

Year End Processing and Income Tax Compliance:

Year-end processing results in generating all year-end statutory reports like Form 16, Form 24, Form 26 etc., within the statutory dates specified by the concerned regulatory authorities. The year-end process entails a huge effort on our part to ensure that all elements of monthly data tallies with the yearly total for each element including the separate runs for arrears, bonus, increments, mergers & acquisitions, or any other changes.

Data Security / Confidentiality

Data security is one of the most sensitive and critical aspects of the Payroll Outsourcing domain. Candor prioritizes and appreciates the client's concern in the area of data security. For the purpose Candor has divided the security issues in two parts – process & technology related; and human / manpower related and have taken the following steps

Human / Manpower Related

- Minimize the interaction points: 1 from the client side + 1 escalation point.
- One person from Candor's side will have the access to the database which is password protected.
- Reference check of all our employees and check whether our employee has any friends / relatives in the client company before handling the account

Process & Technology Related

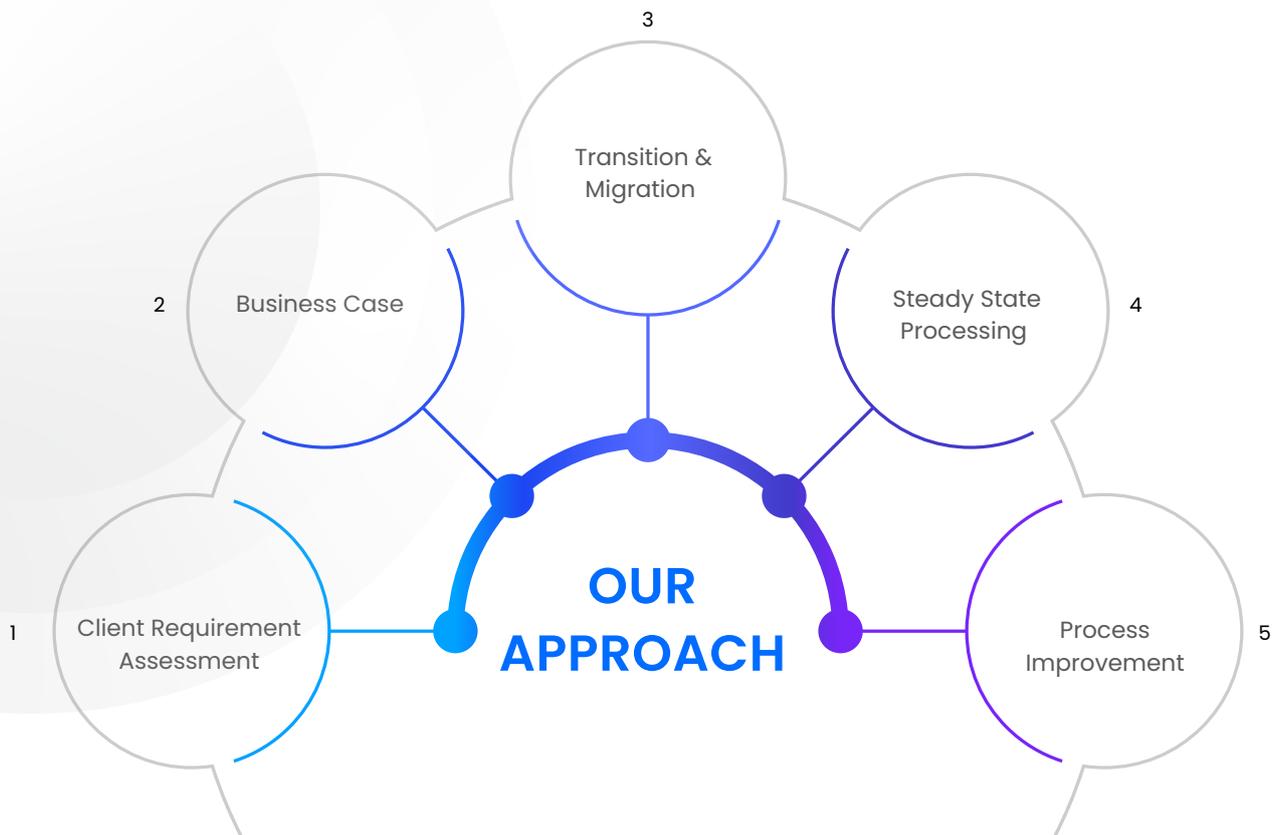
- Data backup – Periodical Backups both at client’s location as well as at Candor’s local and external servers
- Firewall is constantly updated as per IT recommendation
- Annual internal and SAE Audits conducted
- No web access to the server.
- Encrypted data
- Password change at regular intervals.
- Media access removed from PC.



Any additional security measures which Client feels is critical to build the comfort level would be provided for.

OUR APPROACH

Client Requirement Assessment	Business Case	Transition & Migration	Steady State Processing	Process Improvement
Company Specific Requirements Finance & Accounts Payroll Statutory Compliance	Establish Benefit to Client	Study the existing system & data gathering	Stabilize Process	Quarterly Review Client Satisfaction
	Data Collection	Training of Client Staff on Interaction approach		Suggest Improvement
Software Compatibility	Analysis	Template based knowledge transfer		Customer Query Handling
Alignment of Software to Client Requirement	Proposal	Seamless Information Flow between Candor and Client		Improve number of query channels
Employee Database Structure	SLA Discussion	Parallel Runs		SLA Improvements
	Submit Proposal	Cut Over		Best Practices
		Expectation Alignment		



1. Client Requirement Assessment

Each client has a specific requirement. We at Candor begin our relation by understanding the client's need in context with Payroll, Accounting and Statutory Compliance. Based on our interactions we assess the Process and Software alignment to suit the client's requirement

2. Business Case

Through in-depth interaction and thorough research, we develop a comprehensive business case for our clients. This phase involves gathering the necessary data, conducting analysis, finalizing the Service Level Agreement (SLA), and presenting the proposal.

3. Transition & Migration

Transition is the most critical stage of outsourcing which form the foundation for the success of the entire outsourcing project. Key to successful transition is strong project management with clear risk identification and mitigation plans. This enables a strong delivery process with minimal discrepancies during processing. Our approach is very structured and template based

- Focus on Change Management
- Baseline of current approach, volumes and assumptions
- Template based solution design
- Template based knowledge transfer
- HR & IT Training
- Migration of data to new systems
- Parallel runs to ensure quality of execution
- Detailed Project Management at activity level to ensure consistent understanding amongst stakeholders

Candor Business Solutions facilitates and guides the transition process. Standard input formats will be provided to the Employer Contact (EC) (nominated by the employer). Dry and parallel run will be carried out for the immediate month of receipt of complete data in standard format in soft copy from Employer. Candor payroll will go live in the succeeding month based on the success of dry and parallel run carried out.

4. Steady State Processing

Periodic/ Monthly inputs are requested in a single-packet in standard formats by a cut-off date and all employer, employee and statutory outputs are provided back to the customer in standard formats before the disbursement date.

5. Process Improvement

We believe in constant improvement and hence we periodically (at least once a quarter) meet the clients, collect their feedback and incorporate it in the process.

Why Candor?

We at Candor have the experience, knowledge, standardized processes, infrastructure and a trained & motivated team to handle Temp staffing solutions, Accounting, Payroll & Statutory Compliance Processes of varying degree of complexities. Moreover, we offer the flexibility of molding our processes to suit Clients needs for a seamless integration.

We strongly believe in the 'partnering concept', a core value that has been key to our success. We are an outsourcing partner who consistently delivers reliable, high-quality results while providing the comfort and reliability of an extended office and make sure that Candor is the ideal choice for you.



CANDOR

YOUR TRUSTED PAYROLL SERVICE PROVIDER

#106, First Floor, 1st Main road, Chandra Layout,
Attiguppe, Bengaluru, Karnataka 560040.

M. 080 4153 1448

W. www.ecandor.com