

The UK's specialist provider of payroll services to small/medium sized businesses (SMEs)



Call PayPartners **FREE** on

**0800 515620**

## *Case Study* A small Recruitment Agency in the North West

With a full time consultant and a part time administrator, this small agency handles 30 - 40 temporary and permanent vacancies, on average, per week. The owner\* of the business, spends 'every waking hour' managing it, mentoring staff and dealing with 'everything else' from bookkeeping and VAT to sales and HR. Does this sound familiar? One final task needs sorting out and the owner\* believes that since 'even an idiot can do payroll' it can be handled in-house. The owner\* buys:

- An off the shelf pay/bill software product
- A maintenance contract
- A laptop
- A dot matrix printer
- A box of payslips
- A box of invoices
- A box of plain paper for reports

The owner\* 'picks' the agency's 'totally inexperienced' administrator to process the payroll but it all too quickly becomes clear that this 'simple solution' is taking a full day to process. There are also lots of mistakes causing all manner of problems and complications, but they persevere. Eventually the administrator gets to grips with it but then decides to move to pastures new. Two more inexperienced administrators follow in quick succession and the agency is back to square one.

With countless phone queries coming in from workers about errors and under and over payments and no one left in the agency who knows what's gone wrong, things are getting uglier. Figures are hopelessly wrong and year-end is looming. The owner\* has no choice but to bring in her accountant to clear up the mess at an enormous cost.

With no expertise and a dislike of figure work, the owner\* takes over payroll but dreads it. And that is before the software starts to do strange things to the payroll records. It's fixed, but fails again. The invoice for support costs totals £1,000.

The owner\* decides it's time to outsource the payroll to PayPartners. We are asked to quote for a pay/bill solution. Our quote is well received and we start providing our uk payroll service. Within hours, a copy of each workers personnel details, a week by week payment summary and a full client list is loaded onto our software. The next week payroll is up and running.

PayPartners produces managed payroll, payslips, client invoices and margin report, hassle free and right first time!

Payroll process queries are a thing of the past.



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\* Names have been substituted by 'The owner' for privacy reasons.