CASE STUDY

Improving efficiency through seamless system integrations and advanced automation.
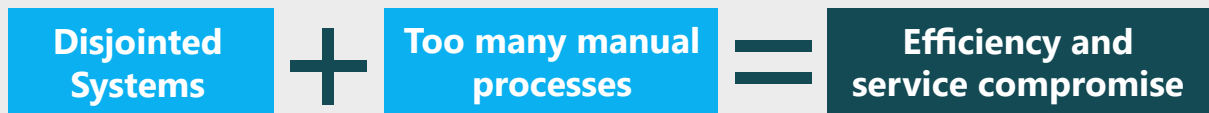
CLIENT BACKGROUND

A London based leading service provider of managed payroll and pension services to SMEs, accountants and bookkeepers across UK. They have been established for more than 25 years, focussed on delivering a fully managed premium payroll service experience to their clients. Serving more than 1250 clients across 30 different verticals, processing circa 50,000 payslips per month.

CHALLENGES

An old system which they had been using for more than 12 years, was now posing quite a lot of limitations. The business had grown significantly in recent years and their incumbent system was just not fit for purpose. It was quite slow, clunky and was constantly failing to handle the large payroll volume.

The system required a lot of manual intervention in case of non-regular payroll scenarios, also for facilitating flow of information between different entities. This was often leading to human errors and in turn compromised service to their clients.

Increased complexity of payroll legislations and the demand for quality service meant they had to look for an alternative payroll software.
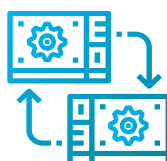
Disjointed Systems	+	Too many manual processes	=	Efficiency and service compromise

Challenges of the existing payroll management system

SUCCESS CRITERIA

A cloud-based solution built on modern technology framework. An advanced payroll software which can handle the volume and complexity of their payroll business and can easily scale with their future growth. Must have APIs to integrate Payslip portal, BACS file and Journals. Also, there was a need to fetch inputs from the client database warehouse. Brain Payroll ticked all the mandatory requirements boxes and offered much more in terms of automation and customization. Hence we were chosen over 6 other software providers, who all had been through the client's rigorous selection process which lasted more than 6 months.
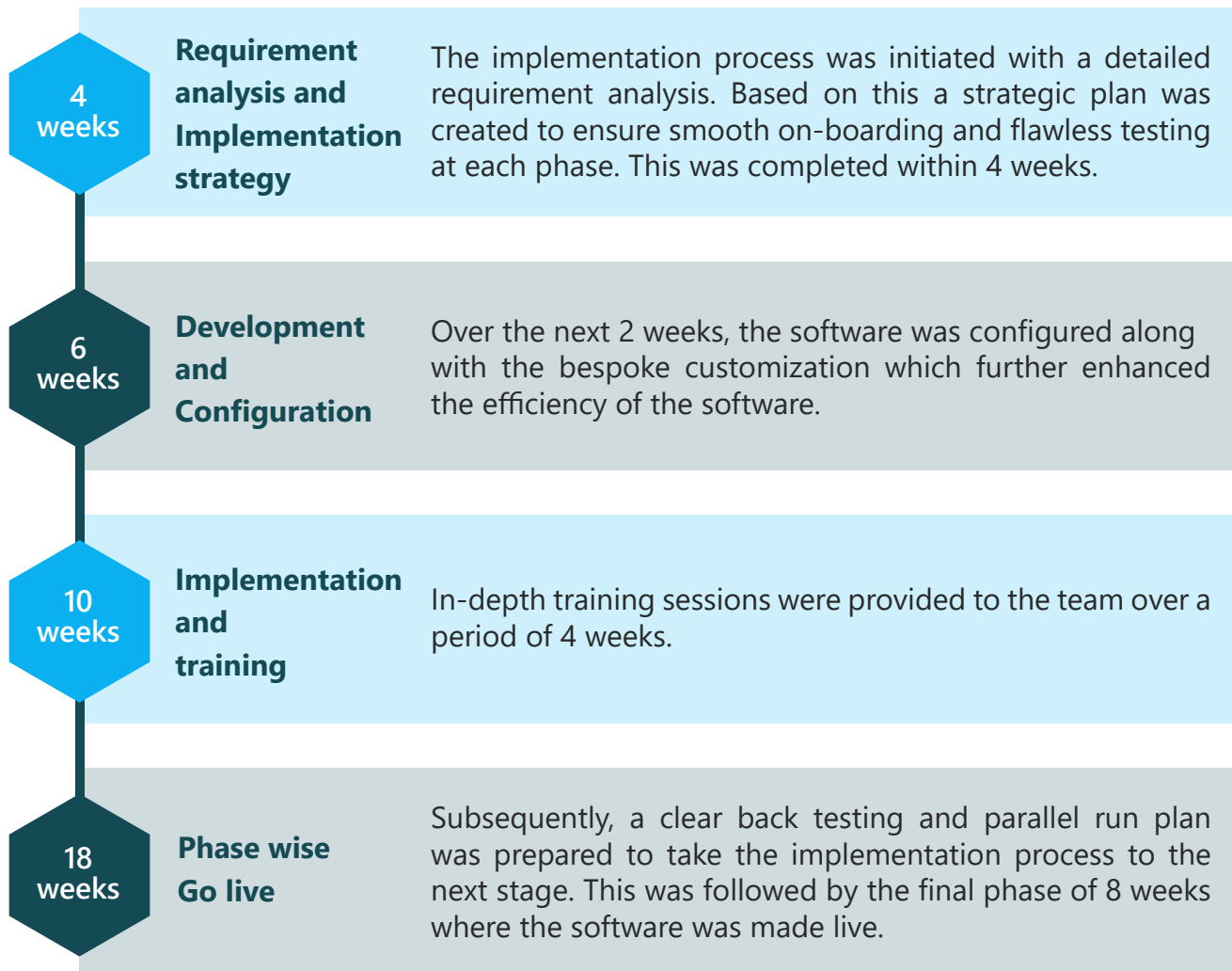
Advanced Automation

Seamless Integration

Customization and Adaptability
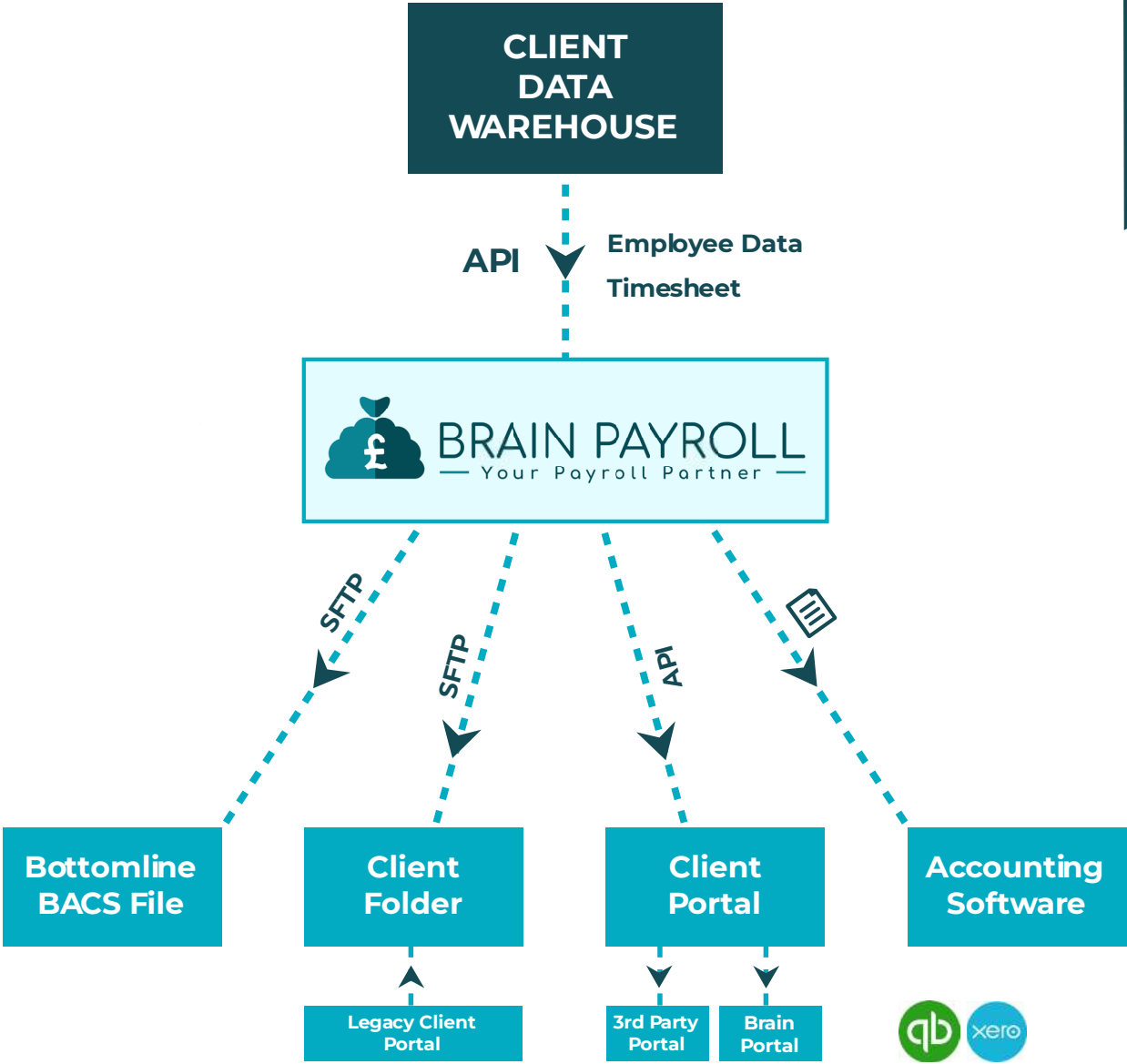
IMPLEMENTATION PROCESS

The goal was to implement the software which ensured high quality delivery and ease of use for processing volumes of more than 50K payslips monthly. Agile implementation and defined processes resulted into successful software migration within the targeted time lines.

4 weeks

Requirement analysis and Implementation strategy

The implementation process was initiated with a detailed requirement analysis. Based on this a strategic plan was created to ensure smooth on-boarding and flawless testing at each phase. This was completed within 4 weeks.

6 weeks

Development and Configuration

Over the next 2 weeks, the software was configured along with the bespoke customization which further enhanced the efficiency of the software.

10 weeks

Implementation and training

In-depth training sessions were provided to the team over a period of 4 weeks.

18 weeks

Phase wise Go live

Subsequently, a clear back testing and parallel run plan was prepared to take the implementation process to the next stage. This was followed by the final phase of 8 weeks where the software was made live.
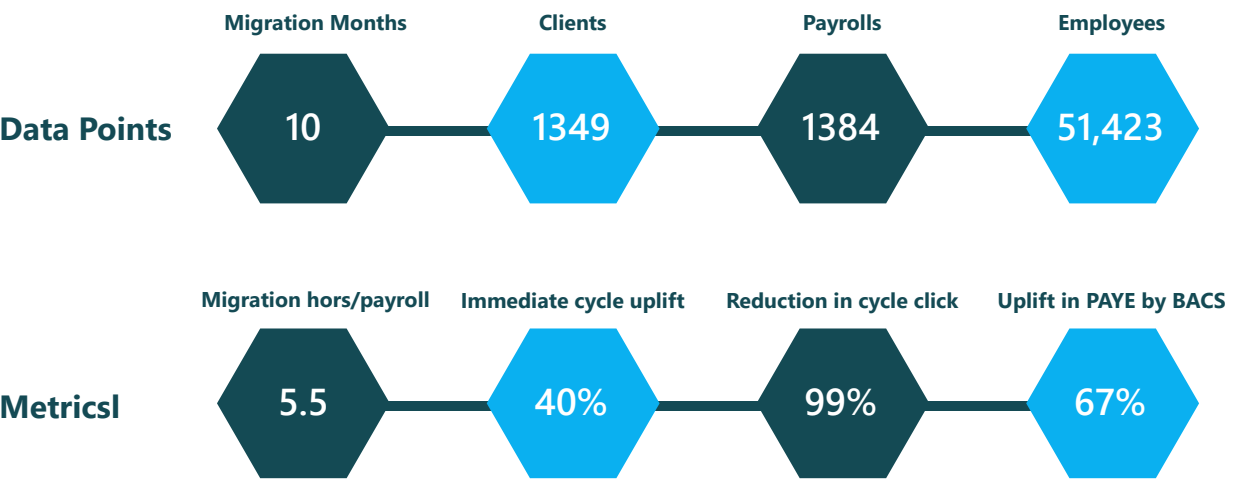
RESULT

All custom development requirements identified during the initial requirement analysis phase were served 100% without any compromise to the overall delivery timescales. The new software implementation is on target to deliver 30%+ efficiency improvement during its first full financial year cycle of (2021-22) for the client. Brain Payroll has enabled the client to take on new payroll business they wouldn't have been able to contend for otherwise. Within 6 months of the 1st phase software implementation 100+ payroll compliance errors have been prevented, resulting into better service to clients and avoidance of potential HMRC fines.
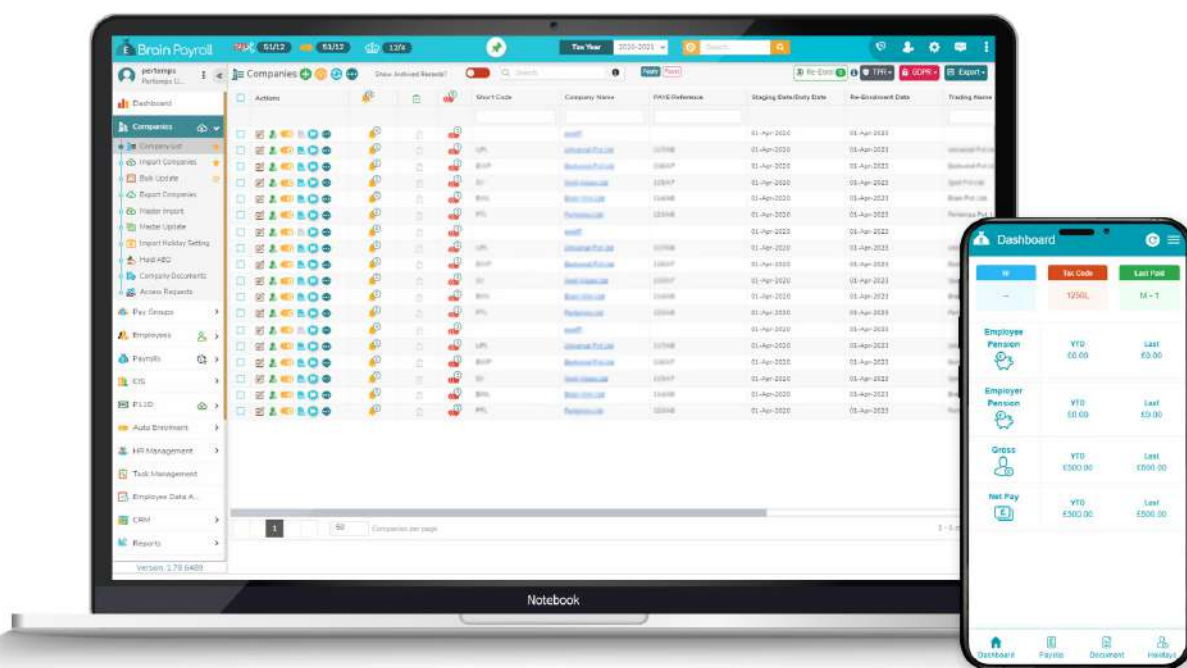
PAYROLL ECOSYSTEM

CLIENT DATA WAREHOUSE

API — Employee Data — Timesheet

BRAIN PAYROLL
— Your Payroll Partner —

SFTP — **Bottomline BACS File**

SFTP — **Client Folder**
→ Legacy Client Portal

API — **Client Portal**
→ 3rd Party Portal → Brain Portal

Accounting Software

MIGRATION STATS AND METRICS

Data Points

Migration Months	Clients	Payrolls	Employees
10	1349	1384	51,423

Metricsl

Migration hors/payroll	Immediate cycle uplift	Reduction in cycle click	Uplift in PAYE by BACS
5.5	40%	99%	67%

✉ sales@brainpayroll.co.uk

☎ 02080047445

🌐 www.brainpayroll.co.uk

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