

Customer profile

Our client is the Managing Partner of a successful accountancy practice with several offices around the London area, providing accountancy, tax, payroll, bookkeeping, business start-up, company secretarial, financial and advisory services to small businesses. They run payroll for over 200 clients as a part of their suite of services. After using QXAS to support peak time limited company accounts production, our client made a decision to expand their use of QX for payroll and auto-enrolment services.

Business challenge

As an established accounting practice, the client has more capacity than smaller practices to handle a large portfolio of clients. However, with a large group of new clients coming on board within a short duration of time, the overall workload increased significantly. With over 425 payslips to be processed for 200 companies every month, both for a variety of daily and monthly assignments, the client saw an opportunity to reduce costs and improve efficiency.

Our client spoke about how the main challenge he was facing before outsourcing was the complexity of running payroll in-house. *“Outsourcing payroll was primarily a time-oriented decision. With ever increasing legislation, running the payroll with auto-enrolment had become a time-consuming and inefficient process. It led to some payroll production problems.”*

How QXAS helped

We took on the entire responsibility, right from processing and managing of their payroll to liaising with third party agencies such as HMRC. Some of the key activities we carried out include:

- Payroll and auto-enrolment for over 200 companies, with around 425 payslips processed every month
- Working on their Outlook system to extract the payroll data, process payslips, set reminders for key actions, maintain records, sending customised reports and follow up as needed.
- Working closely with the client to resolve any payroll queries within 24 hours, enabling the client to deliver a high quality customer experience.
- Updating the client on any recent changes in HMRC regulations related to payroll and auto-enrolment, ensuring compliance.

By outsourcing to QXAS, our client got a complete payroll solution. *“All of the payroll and auto-enrolment work is taken care of, so I don't have to take out time from my schedule, knowing that QXAS is managing everything for me.”*



Recommendation

“Keeping up to payroll legislation and auto-enrolment communications are the two biggest advantages of outsourcing our payroll. Plus QXAS ensures that our payroll is done properly every time. It saves us a lot of time so my front-end team can focus on client servicing. I am very happy with how QXAS helps my practice.”

Key benefits delivered

- ✓ Our clients' customers are happy as the payroll is processed accurately and on time, with rapid resolution of any queries.
- ✓ Allows our client's front-end team in the UK to focus on high-end activities and practice growth.
- ✓ Process improvements, technology innovations and HMRC expertise at QXAS are available to the client.
- ✓ Skilled and qualified staff at QXAS are available at a fraction of cost, leading to 50% cost reductions in payroll processing.
- ✓ The ability to easily scale up or down without risks gave the client flexibility and the confidence around capacity planning.

QXAS payroll for accountants

QXAS takes away the pressure of dealing with payroll in-house. If you want to boost your payroll efficiency, give us a call on **0845 838 2452** or email contact@qxas.co.uk to find out more.

Alternatively visit www.qxas.co.uk/payroll-outsourcing-for-accountants for more info.