



CASE STUDY

London-based accountancy practice **saves up to £1000** with payroll outsourcing



CLIENT OVERVIEW

Our client is a London based accountancy practice, nyc Business Mentors and Chartered Accountants. They currently provide payroll to around 15 clients operating across different sectors and runs a payroll for 50+ employees each month.

Prior to 2014, they had steered clear of payroll altogether as they did not have the specialist knowledge and the licensed software to process payroll. Plus, payroll offered them limited profitability and wastime-intensive.

Customer	Accountancy practice in London
Number of payroll clients	15
Number of employees	50
Payroll software used	Payroll manager

The Challenge

With employees on different pay cycles and varying wages, our client's biggest challenge was collating their client's payroll information accurately and getting it up-to-date for each pay period.

Having previously chosen QXAS for accounts and tax return work, our client was drawn to QXAS's payroll outsourcing service as an effective way to diversify their practice without having to worry about hiring specialist payroll staff, meeting RTI submission deadlines and keeping up with legislation.

work paper preparation, project status updates, and more. This allowed QX to seamlessly integrate with the client's in-house team and process, wherein we did not act as an outsourcing provider but an extension of the in-house team.

The solution

Our client wanted us to take the entire responsibility of payroll, right from processing and managing of their client's payroll to liaising with third party agencies such as HMRC. Starting with an initial test of the service, they gave us a small number of weekly payrolls. As we processed the payroll on our own licenced software (Moneysoft Payroll Manager), all our client had to do was fill in and return our

customised employer and employee data checklists. The data was collected and processed by our payroll team within 24 hours. Once our client checked that everything was in order, we delivered indepth payroll reports back via our secure FTP portal where they could

be downloaded by our client's team. The initial trial was a success and we moved to take over their entire payroll services. Within a short space of time we received the following feedback from the client, "Your structured process has saved me thousands of pounds I would have spent on payroll software licence, upgrades and initial staff training." Our client went a step ahead and even set up QXAS payroll staff on their email server, so we could directly communicate with their clients and staff as if we were their employees, sending them payslips and monthly reports and leaving our client free to focus on diversifying their practice. Since 2014 we've been saving them more than 50% each month on the money they would spend if they outsourced to a UK based payroll bureau.



We find the service offered by QXAS to be so efficient and reliable that we have set up an email inbox on our server for them so that they can directly communicate with our clients for payroll matters. For all intents and purposes, QXAS are the nyc-bmca payroll team. Nothing is too much trouble for them. I am very impressed with their processes, the accuracy of the payroll work provided, and the turnaround time, and most importantly, our clients are very happy too. The quality of support from Mitul, together with his friendliness and willingness to go the extra mile cannot be praised highly enough.

Nadeem Chundrigar,
nyc Business Mentors and Chartered Accountants

THE BENEFITS

- ✓ Saved annual costs of around £1000 in software and upgrade costs
- ✓ Added a new source of revenue for their firm
- ✓ Removed the need to recruit specialist payroll staff
- ✓ Enabled the client to offer a payroll service with minimal intervention themselves and deliver extra profit to their accountancy firm

KEY RESULTS



Efficient processing and management of payroll work ensured RTI compliance



With our client's permission, we directly communicated with their clients and their employees



Removed the need for software licence fees, upgrades and training cost



Rapid response to deliver timely and accurate payroll services



In-depth payroll reports provided through our secure FTP portal