



CASE STUDY

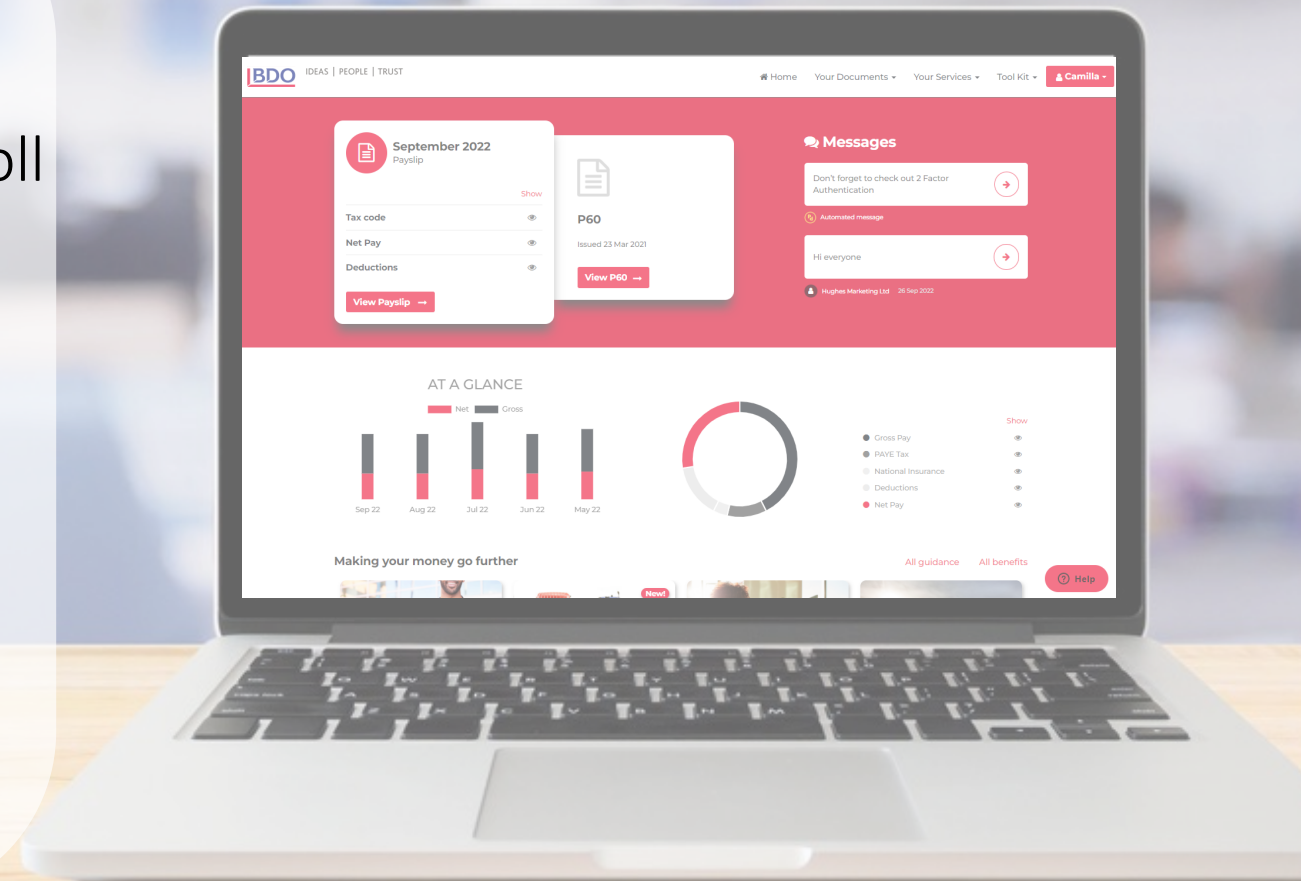
Why BDO UK favour using multiple best of breed technology providers over all-in-one solutions when it comes to payroll

EXECUTIVE SUMMARY

With a lack of suitable all-in-one software solutions for payroll bureaux providing an outsourced service, BDO UK chose to use multiple software products to achieve their business requirements.

This system allows them to:

- Reduce the amount of time spent by the payroll team on unnecessary administrative tasks
- Service a range of payroll clients whilst using the same client-facing software
- Grow their payroll business without compromising the service experienced by existing clients





THE BACKGROUND

Accountancy and business advisory firm BDO LLP provides integrated advice and solutions to help businesses navigate a changing world.

Their clients are Britain's economic engine – ambitious, entrepreneurially-spirited and high-growth businesses that fuel the economy. They share their clients' ambitions and their entrepreneurial mind-set, with the right combination of global reach, integrity and expertise to help their clients succeed.

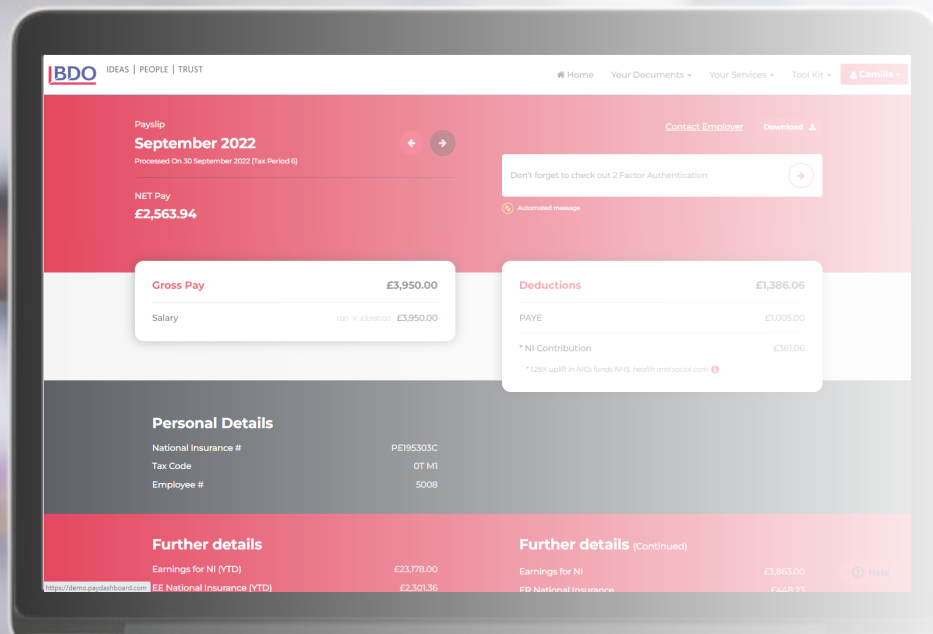
BDO LLP

BDO LLP operates in 17 locations across the UK, employing nearly 5,000 people offering tax, audit and assurance, and a range of advisory services. BDO LLP has underlying revenues of £590m and is the UK member firm of the BDO international network.

The payroll team is led by BDO UK's Director of Employer's Support, Maria Mason MCIPPDip.

BDO's global network

The BDO global network provides business advisory services in 162 countries, with 80,000 people working out of 1,600 offices worldwide. It has revenues of \$9bn.



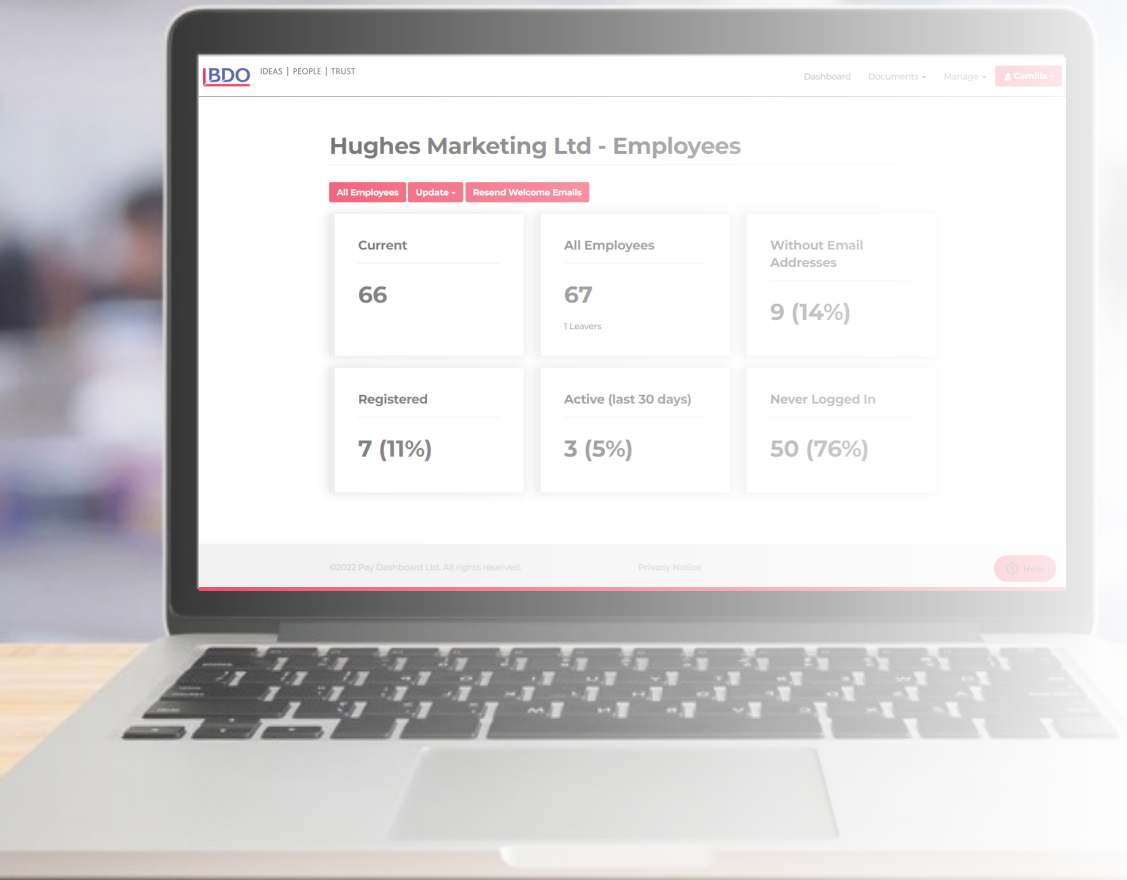


THE SITUATION

It is vital for BDO UK that their culture of exceptional client service and innovation is evident in every aspect of their business, including in the technology used for payroll service delivery.

Throughout her payroll career, Maria has used many enterprise payroll solutions in large bureau environments. In her experience, the choice of all-in-one payroll software providers is extremely limited for service providers processing client payroll.

Maria did not believe that there was a singular system on the market that was good enough to utilise in a growing payroll bureau, and so instead she decided to build her payroll technology stack at BDO UK around best of breed software products from different providers.





THE SOLUTION

BDO UK works with best of breed providers PayDashboard and Payflow to deliver an exceptional payroll service.

Alongside her existing payroll software, Maria uses two software systems:

1. 'Payflow' by NewOrbit - A workflow management system designed for payroll bureau
2. PayDashboard – An online payslip and data delivery platform

Payflow is used as a tool to manage the payroll process across hundreds of clients, ensuring that all deadlines are met, and the flow of data related to payroll is managed effectively.

Once calculated in the payroll software and approved by the client, the payroll data is uploaded to PayDashboard to schedule and deliver payslips, PAYE forms and other payroll documents securely and on time.





THE RESULT

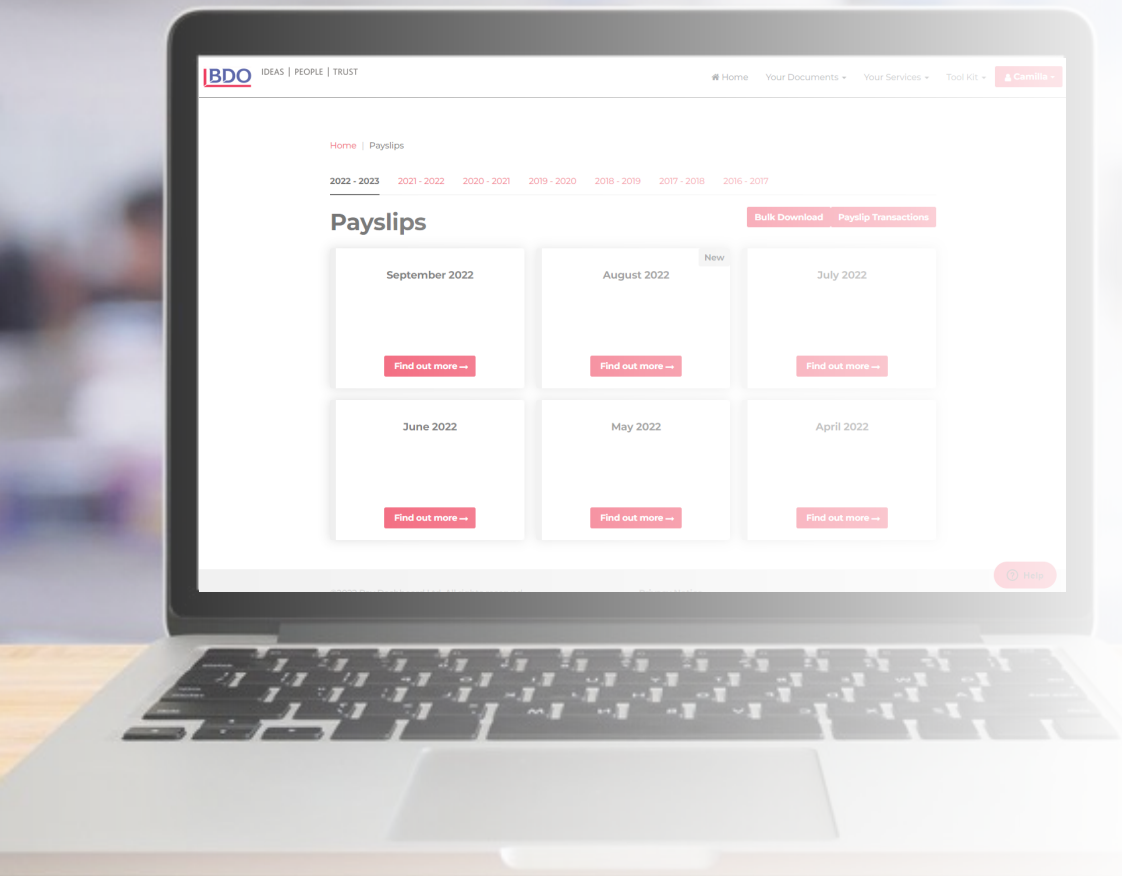
With these two best-of-breed products in place, BDO are well positioned to grow their payroll business.

Utilising PayDashboard and Payflow alongside their payroll software allows BDO UK to:

- optimise the payroll process;
- deliver the best possible experience for clients; and
- minimise admin time so that their team of qualified payroll consultants spend their time analysing the payroll data, not administering systems.

With this infrastructure in place, Maria and her team have a solution that can accommodate any client, from start-up businesses through to global payroll solutions, across many countries.

BDO UK also sees payroll as a key growth area over the next five years and is confident that its growth targets will be achieved with collaborations involving companies like PayDashboard.



THE CLIENT

MARIA MASON
DIRECTOR
BDO UK

“Implementing multiple products from different providers may not seem like the obvious approach, but it has huge benefits over using all-in-one providers.”

“Firstly, you **minimise your business risk**. If you only use one supplier, you have the potential of a single point of failure - if their software goes down, your entire service grinds to a halt. You are also at the mercy of their price increases, and it becomes increasingly difficult to move away if you are unhappy with the service provided.

Secondly, and contrary to the common perception, I have found that purchasing three products from three suppliers can be **more cost effective** than purchasing three products from the same supplier. When you buy add-on services from a single supplier, the pricing is often influenced by their clients being a captive market, and the need to generate the maximum revenue per client – whereas best of breed providers know and understand the value of their single product and price it accordingly.

Working with multiple best-of-breed providers, you harness not only the best products on the market but the **expert knowledge** that these providers also bring. I’ve found that companies such as PayDashboard and NewOrbit share my ambition and my vision for how payroll and technology should work together – and are willing to work with me to achieve this. Which is exactly what I want from a supplier whose product is being used directly by my clients every pay cycle.”



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