



CASE STUDY

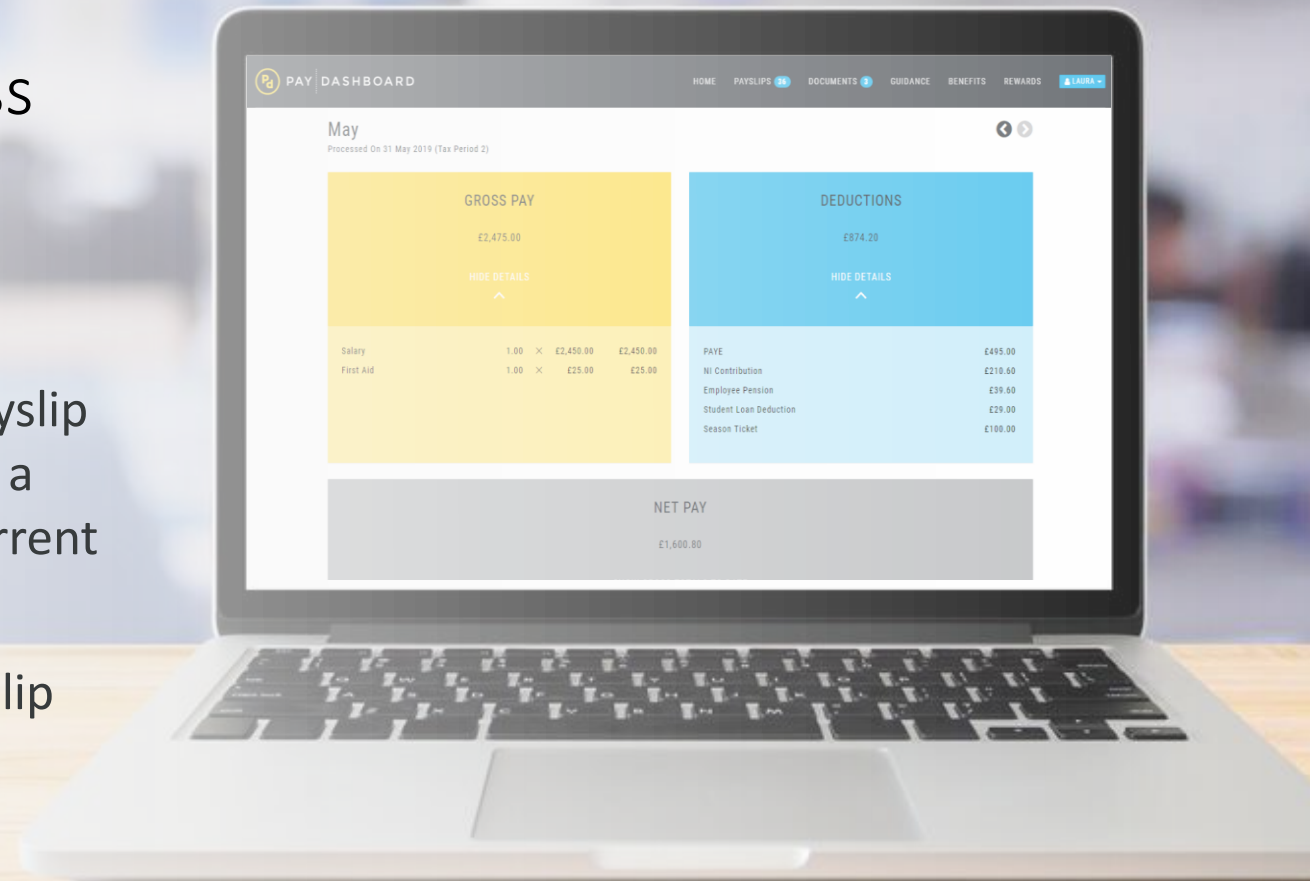


PayDashboard helped BHP to address client issues with payslip delivery

EXECUTIVE SUMMARY

BHP were not actively looking to change their epayslip portal, but were attracted to try PayDashboard on a subset of clients who had difficulties with their current system or were still receiving paper payslips.

Three years on, PayDashboard is the default epayslip solution for all of BHP's 600 payroll clients.





THE BACKGROUND

BHP is one of the largest independent firms of Chartered Accountants in the North, and is a member of Kreston International.

BHP was founded on the promise of technological innovation and aims to remain at the forefront of their industry in this manner.

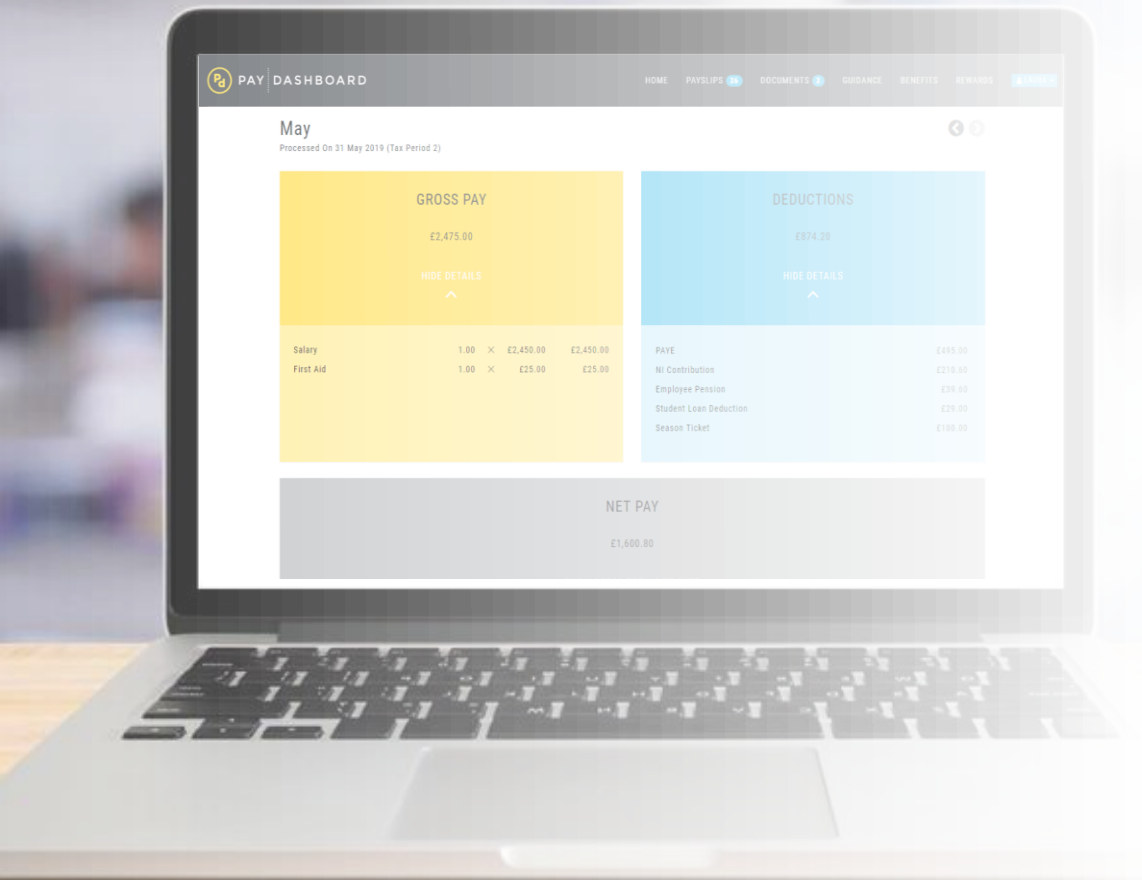
Their payroll team process in excess of 600 client payrolls using IRIS Payroll Professional* and until 2016 were using the inbuilt epayslip functionality that came with this system.

(*Formerly known as Star Payroll Professional)

THE SITUATION

BHP were not actively looking for a new epayslip solution, but their Head of Payroll Lynne Ashmore was intrigued when she first saw PayDashboard.

Lynne liked the modern-looking design of the portal and the added-value features such as tax code guidance and client-side payroll reporting – which tied in well to the BHP ethos of harnessing new technology in order to help clients. However, without a pressing business need to change epayslip systems, moving to PayDashboard would be a difficult project to get internal approval for, especially from the payroll team who would need to support the transition.



THE SOLUTION



Lynne decided to move some clients on to PayDashboard to test the product and solve an immediate problem with delivery.

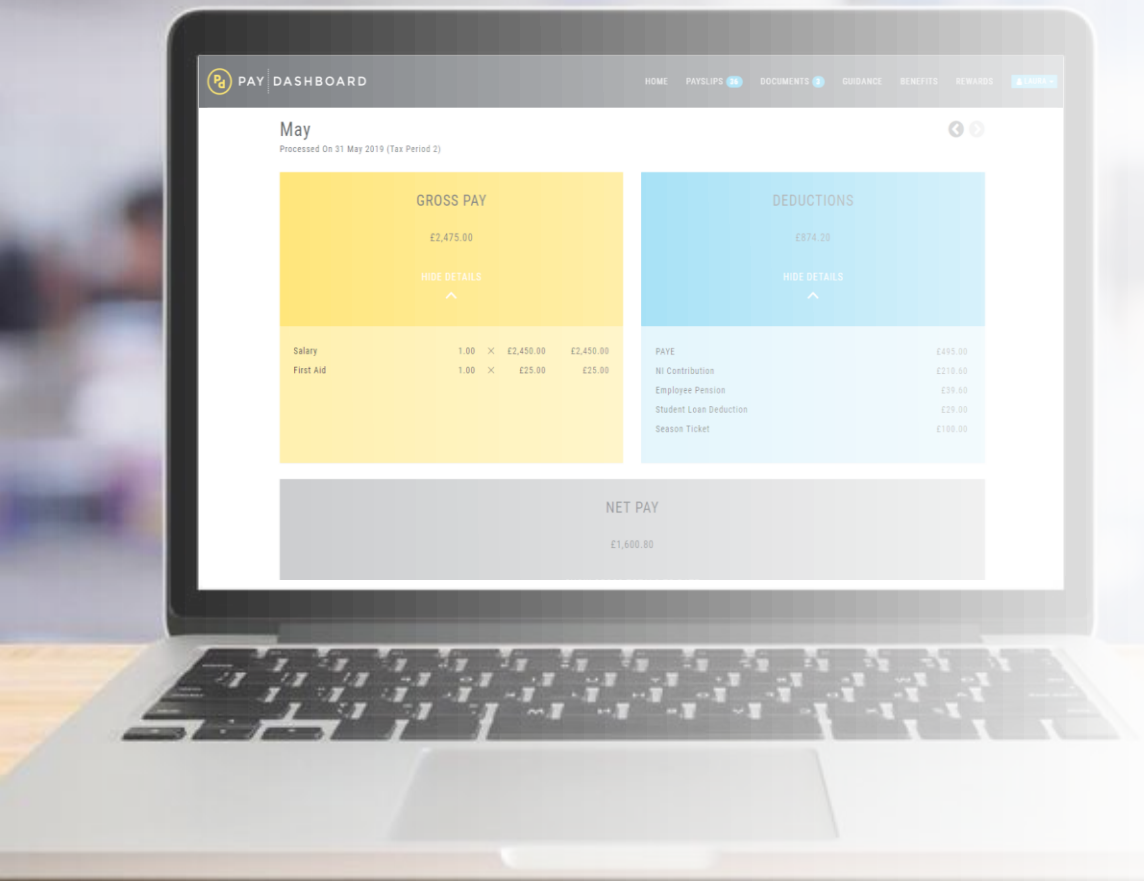
Lynne was aware of a subset of clients who were either having frustrations with their current epayslip system or were reluctant to move away from paper payslips. She decided to migrate these clients onto PayDashboard to see if this would reduce the number of technical issues/queries with the current portal or encourage the clients with paper payslips to move online.

THE RESULT

Within two months Lynne and her team saw a marked reduction in the number of queries from clients using the PayDashboard portal.

Clients also reported overwhelmingly positive feedback from using PayDashboard. Lynne's team found managing and publishing payslips on PayDashboard equally as easy as using the inbuilt epayslip system with Payroll Professional – with the bonus of no longer having to deal with technical queries from clients as these were picked up by PayDashboard's UK Support Team.

Over the following months the team moved more and more payroll clients onto PayDashboard until eventually 100% of their epayslips were delivered in this way.



THE CLIENT

BHP'S CLIENTS' FEEDBACK

LYNNE ASHMORE
HEAD OF PAYROLL
BHP



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“PayDashboard has reduced the number of queries we get from employees and made the whole process around payday much simpler for everyone.”

[Medical supplies business with 40 staff – moved from epayslips to PayDashboard.](#)

“Given that our staff are not desk-based, we were a little nervous about what they would think about online payslips via PayDashboard. However we needn't have worried. Our staff love it!”

[Restaurant with 50 staff – moved from paper payslips to PayDashboard.](#)

“The reliable payroll processing capability of Payroll Professional, coupled with the ‘wow-factor’ and ease-of-use of PayDashboard as the payslip delivery portal, is a winning combination for us at BHP.”

“We’ve now been using PayDashboard for three years and seen the software develop significantly over this time. The PayDashboard Team are constantly developing and improving the product based on client feedback, and you can tell that they really care about the experience of the employee receiving their payslip, as well as that of our payroll team using the system every day.

This approach to client satisfaction is completely aligned with our own at BHP and is why PayDashboard is now an integral part of our payroll service.”

