



# CASE | STUDY



## AFH Payroll chose PayDashboard to deliver payslips their clients love

### EXECUTIVE SUMMARY

Looking for a payslip delivery solution that would save time, AFH Payroll discovered that using PayDashboard alongside Sage payroll software unlocked many more benefits.

#### AFH Payroll was able to:

- Improve processes and save time
- Access more information and payroll reporting
- Delight clients with added benefits and a reliable platform





# THE BACKGROUND

AFH Payroll offers bespoke payroll services for small, medium and large businesses and not-for-profit organisations.

Fiona Hill is a Director at AFH Payroll. Fiona and the team are true experts in payroll, providing the highest level of professionalism and excellence for their clients.

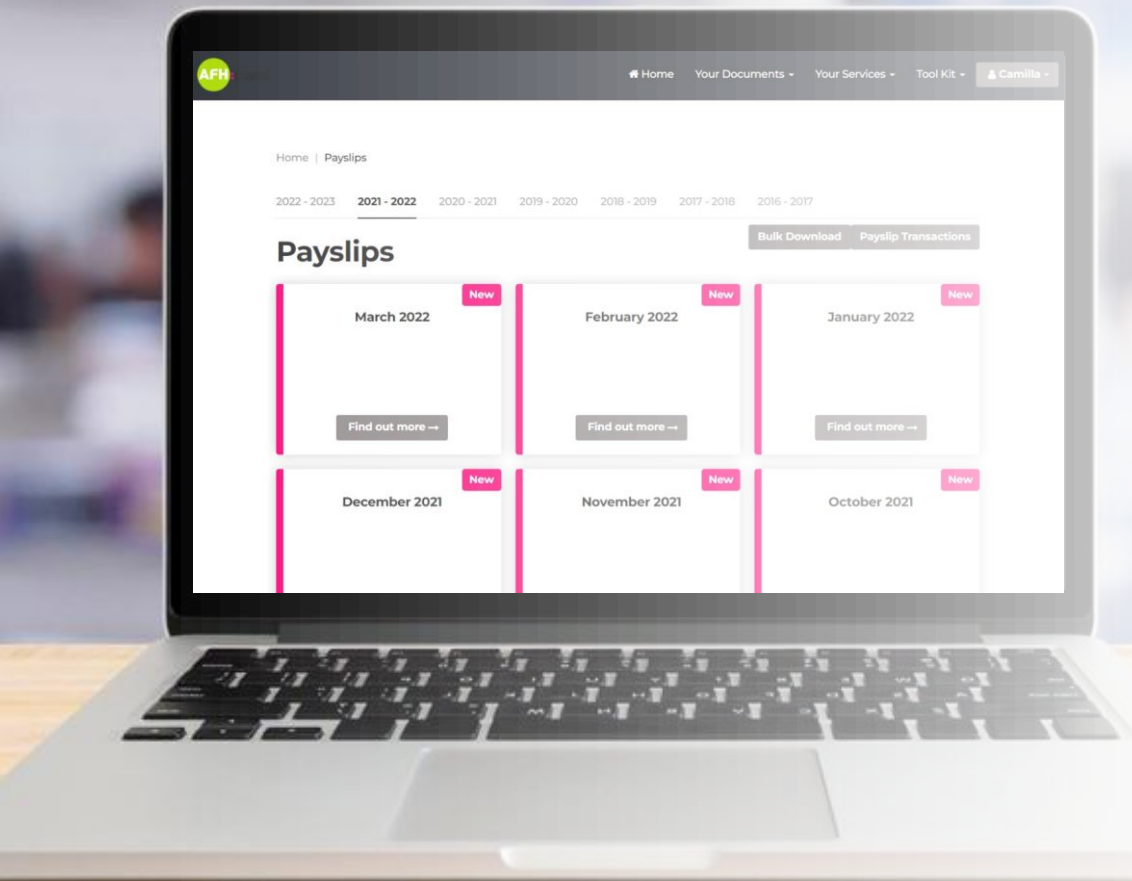
# THE SITUATION

The team was spending too much time on the admin of online payslips and documents

AFH Payroll was receiving queries from clients about their payslip portal - many employees were having issues accessing their information. They needed to find an alternative that would improve the client experience.

It was vital that the new solution integrated seamlessly with Sage's payroll software, while saving time and being easy for clients to use.

But Fiona didn't expect so many added benefits, including additional reporting for her team and her clients. Not only that, she was reassured that setup would be quick and easy, with no disruption to payroll service.



# THE SOLUTION

AFH Payroll continued to use Sage as their payroll software, but implemented PayDashboard for payslip delivery.

Fiona and the team were surprised by how easy the onboarding process was, and the level of care they received.

We provided a bespoke onboarding plan that would extend beyond the launch.

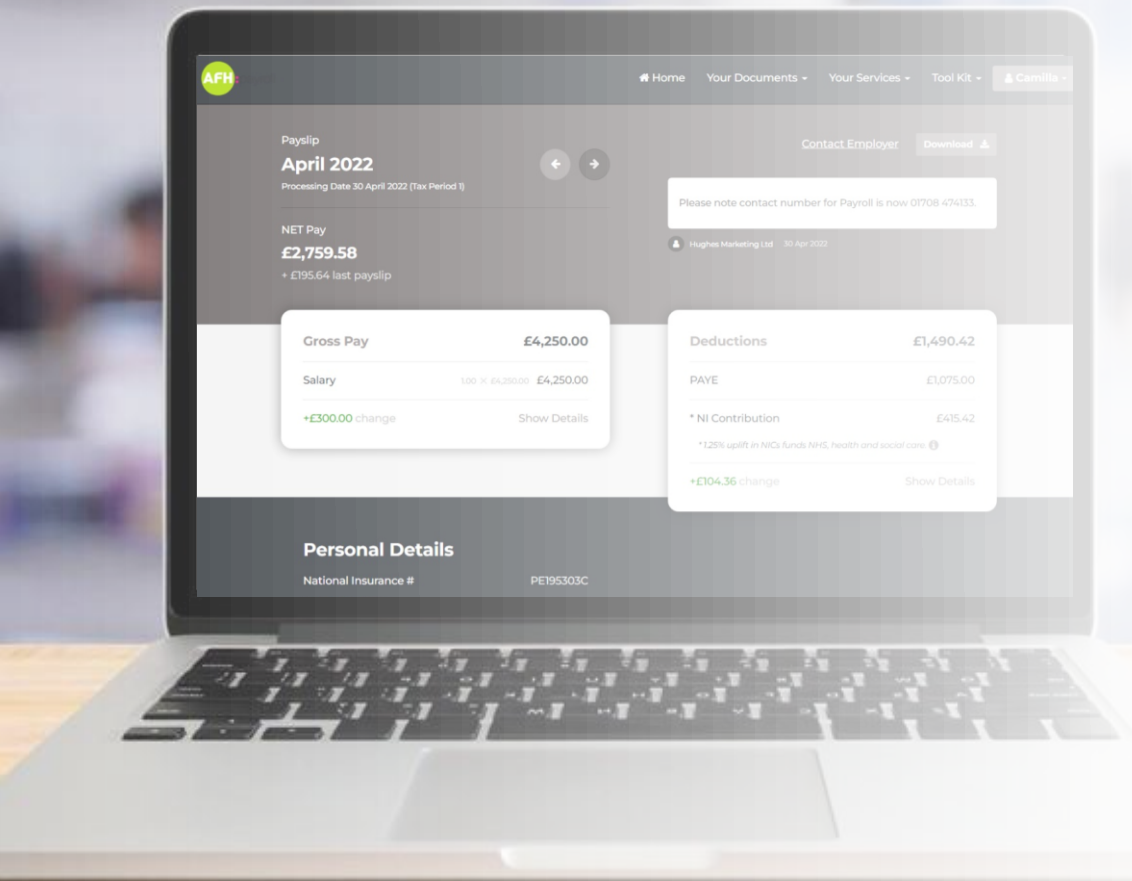
Clients were given the opportunity to attend a live webinar run by PayDashboard to learn more about the portal.

# THE RESULT

AFH Payroll has saved time and found that clients are happier than ever.

Before, the team had to upload payslips to Sage *before* finalising, and then P45s *after* finalising the payroll. Now they upload payslips, P45s, documents and pension letters to PayDashboard once payroll has been finalised in a much smoother process.

They also have access to new information and reports such as overdue payslips on their dashboard – a handy final check for possible errors!





# THE CLIENT

“Working with PayDashboard has made our processes flow better and given us much more than we were expecting. The level of reporting is something we’ve never had before, and there are other added bits our clients love. PayDashboard were so keen to support us through the whole onboarding process, even providing a webinar for our clients. Everyone felt reassured and it made the whole process easier.”

**“One of our larger clients sent us an email after we launched their portal and published the first payslips – the subject line was ‘We love PayDashboard!’ That’s when we really knew we made the right choice for our clients.”**

- Fiona Hill, Director at AFH Payroll Solutions



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