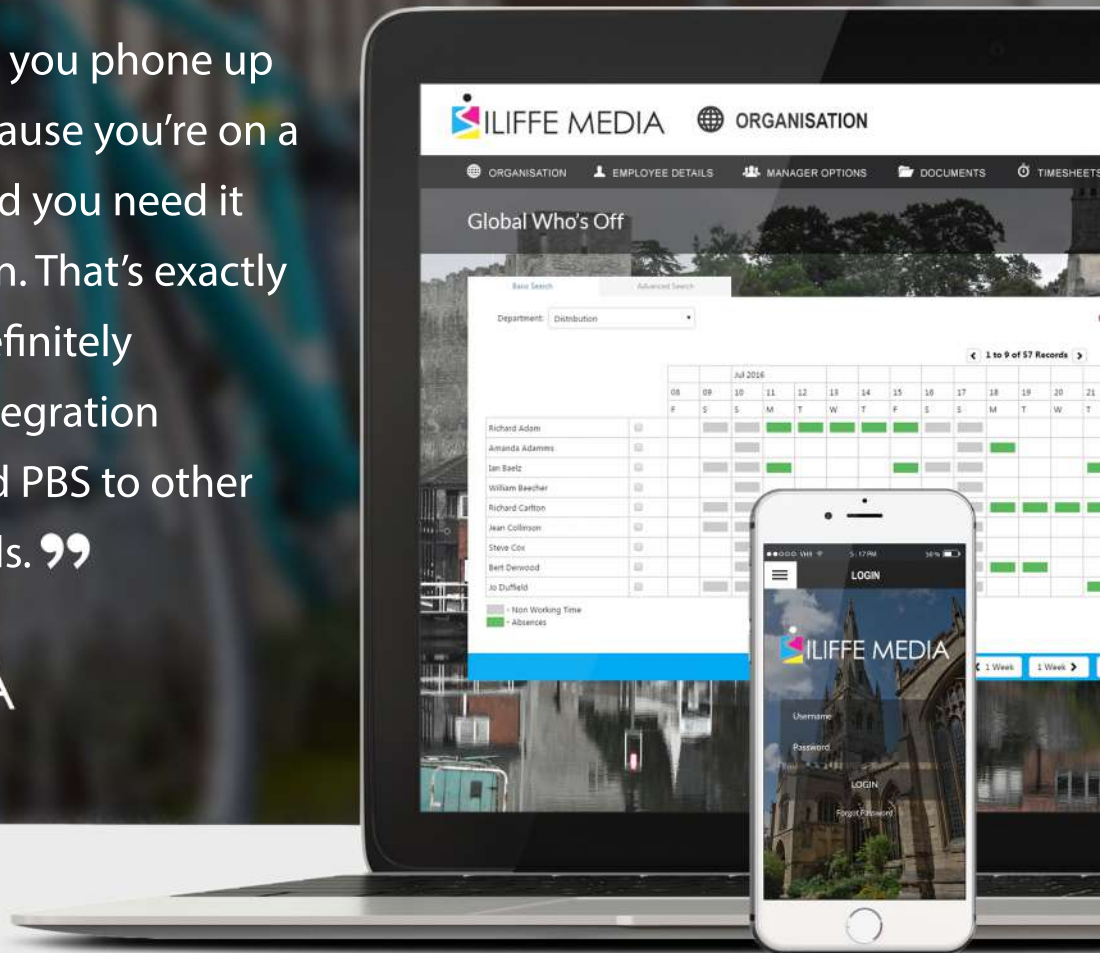


CUSTOMER SUCCESS STORY

“ Normally, when you phone up for support, it’s because you’re on a payroll deadline and you need it fixed there and then. That’s exactly what they do. I’d definitely recommend the integration between CIPHR and PBS to other payroll professionals. ”



ABOUT ILIFFE MEDIA GROUP

The family owned Iliffe Media Group owns a number of local media titles, including the *Cambridge Independent* and *Kent Messenger*, as well as offering print and digital services. The group comprises three subsidiary companies – KM Media Group, Iliffe Media, and Iliffe Media Publishing – as well as KM Direct, which is part of the KM Media Group.

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- Four separate payrolls
- Around 400 staff, in multiple locations
- CIPHR customer since 1999
- Payroll Business Solutions customer since 2017



EXPANSION AND COMPLEXITY PROMPTS HUNT FOR NEW PAYROLL PROVIDER

Iliffe Media had been with their previous payroll provider for a number of years – and had integrated that solution with their CIPHR HR system – but complexities in the data-transfer process between the HR and payroll systems were becoming increasingly time-consuming and tedious to work around, explains Sandy Burr, the company’s finance manager.

“The payroll system we were using wasn’t very straightforward,” she says. “I found that a lot of the [relevant] data wouldn’t come through on a text file, so I had to double-key a lot of things: I would have to enter the data in CIPHR, and then again in our payroll system.

“We had got used to the workarounds, but in 2016, as the group acquired another company, we were set to bring on another 120 employees, and we couldn’t continue the way we were working. It was just taking too much time.”

A lack of support from the payroll provider was also an issue, says Burr. “Sometimes when I called their helpline, I felt like I knew more than they did.”

‘THE RELATIONSHIP BETWEEN CIPHR AND PAYROLL BUSINESS SOLUTIONS GAVE US CONFIDENCE’

The team already had a strong relationship with CIPHR – having been a customer since 1999 – and knew that CIPHR had a close partnership with Payroll Business Solutions (PBS). “So we thought we’d invite PBS in and take a look at what they could do,” says Burr.

The relationship between the CIPHR and Payroll Business Solutions teams and products was a huge plus, she says. “I’ve never opted for a payroll company that has such a close partnership with an HR system provider before. But the difficulty I’ve found with working with two companies that don’t have that relationship is that you’re the middle person: you end up relaying messages between both parties.

“It was clear that PBS had a really good understanding of CIPHR so we didn’t have to go through all of that – we literally just had to provide them with the data,” says Burr. “When it came to making the final decision, we were confident everything would work more smoothly because there was a history of the two companies and systems working together. PBS’s costs were really reasonable, too – they were cheaper than the other payroll provider we looked at.”

The transition to Payroll Business Solutions as the new payroll provider “is the smoothest I’ve ever experienced,” she says. “It was great for me because PBS and CIPHR communicated directly with each other. That was the biggest bonus: that there was already this established relationship, and I didn’t have to be the middle person. It lifts a huge weight off you – that you can trust them to get on with it.”

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‘THE BEST SUPPORT I’VE HAD FROM A PAYROLL PROVIDER’

Iliffe Media moved its four pay runs over to Payroll Business Solutions’ Accord Payroll software gradually in 2017 and 2018. “It’s a really good system, and easy to use,” says Burr. “I’ve used a lot of different payroll systems, so I only needed minimal training to get to grips with it. It’s been set up so all our companies are mirrored, so if I make a change – such as adding a new payroll code – I only need to do it for one of the companies, which is really handy.”

Burr has also been impressed by the quality of service and support provided by Payroll Business Solutions’ team of payroll professionals. “The support has been brilliant: probably the best I’ve ever had from a payroll provider. If I phone, or email, I get an answer quickly – there’s none of this prioritising the call at a level one or two, and getting back to me much later.”

She adds: “The support is very different to that provided by our previous payroll firm: I used to have to speak to lots of different teams and go through the same scenario again and again. PBS just fixes the issue right away, which is brilliant – because if you’re calling, you’re probably on a payroll deadline and need immediate help. I’d definitely recommend CIPHR and PBS to other payroll professionals and HR teams.”

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