



WITHINS

# CASE STUDY

## IN SUMMARY

Withins residential home reduced their payroll processing time by 86 per cent through finding the right fit in our bureau payroll solution.

### Making payroll & HR easy

Withins is a privately owned retirement home which was refurbished and reopened in 2000. It has space for 65 residents and 75 staff, most of whom are care providers. Sam Shahbazi is at the helm of the company and supported by a management team, who along with the staff strive to create a healthy happy place for their residents to live.

**BUREAU PAYROLL**

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# MOOREPAY CASE STUDY: WITHINS

**“I CAN NOW USE THE TIME I’VE SAVED ON PAYROLL TO DO WHAT I’M HERE TO DO – MAKE SURE THE PEOPLE WHO LIVE HERE ARE HAPPY AND HEALTHY.”**

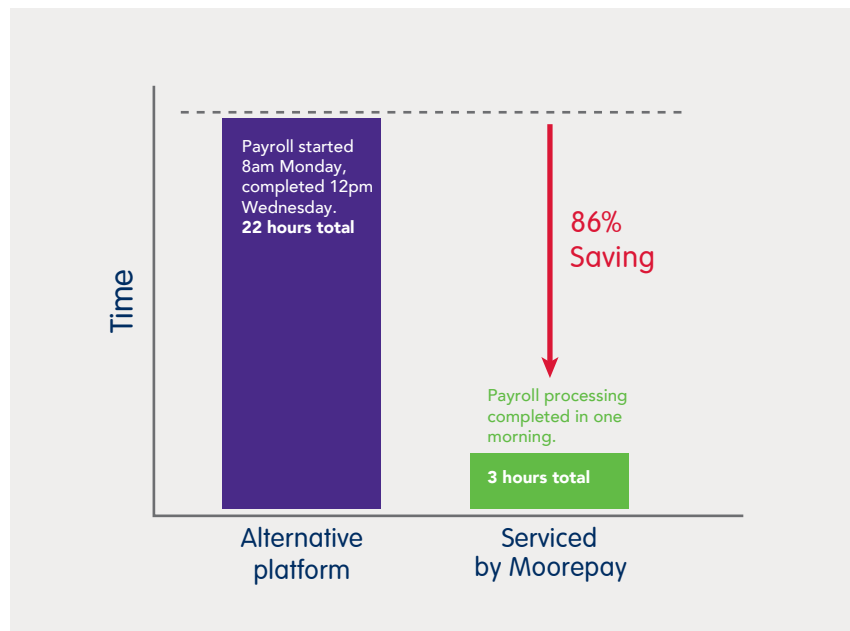
## The search for a perfect Payroll system

Like Goldilocks trying out beds, Withins had tried several payroll providers before trying Moorepay’s offering and finding it to be ‘just right’. The company had started with Topsource using the standard payroll system but continuing and consistent errors, coupled with difficulties in reaching advisors, left a bitter taste.

With auto-enrolment looming, owner Sam Shahbazi knew the company needed a system which could support them through that transition. After looking around the market once more they moved all payroll to ELAS. However, it wasn’t long before the same issues started creeping back in and a high staff turnover at the provider meant each time Sam or his managers rang they spoke to different advisors who were not familiar with the company.

Frustrated and in need of a simple, effective payroll system which Sam could easily manage, he came across Bureau, the cloud-based payroll solution from Moorepay. Sam immediately liked the system for its ease of use, the full control he had and the reporting function, all of which combined provided him with the perfect, tailored payroll procedure.

## OUTLINE BENEFIT ANALYSIS



## Giving the gift of time

Their existing process was labourious – taking up to two days to run – as Sam explains:

“On payroll week, we’d start 8am on Monday morning, and once all the calculations had been made they needed to be sent to the payroll provider which took until early afternoon.

Around 1-2 days later the provider would respond with the report which we had to check, and if there were any errors it meant more to-ing and fro-ing with amendments and adjustments and issuing of new

reports. To make sure people were paid on time we needed everything done by midday Wednesday and it took all of that time just to get it right. Moving to Moorepay saved us a massive amount of time, now we can do our payroll in as little as three hours.”

It’s time back that Sam has been able to put to better use: “I can now use the time I’ve saved on payroll to do what I’m here to do – make sure that the people who live here are happy and healthy and look after the staff who work here.”

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## MOOREPAY CASE STUDY:

# WITHINS

**“IF I WAS IN THE SAME POSITION AGAIN, OR IF I EXPAND OR OPEN A NEW HOME I’LL USE MOOREPAY, WITHOUT A DOUBT.”**

### Getting the payroll process just right

The implementation process took a little time, but throughout, Sam had points of contact at Moorepay who he felt could help him as and when required.

“Moorepay was always at the other end of the phone to answer questions and if they didn’t know the answer there and then, they’d ask you to email it across and get an answer to you, usually within an hour. Once you get your head around the system it’s very easy to use, I don’t know why I didn’t do it sooner!”

### BENEFITS

- 86 per cent reduction in payroll processing time
- Deeper, neater reports providing the data needed for wider business planning
- Experts on call during business hours to respond to queries immediately



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Even when Sam has needed to change details or add in new calculations like maternity pay, something they did for the first time last year, the system has been intuitive and simple enough for Sam to do this will little help from Moorepay.

### Discovering hidden benefits

Aside from delivering all the payroll options and services he needs, Sam was also surprised by the reporting functionality of bureau:

“The reports deliver really good, quality information very quickly, once we’ve put in all the data we can view the reports in around 15 minutes, which gives us time back to do what really matters. No-one wants to be spending all day running payroll reports.”

Both Sam and his bookkeeper have been impressed by the reporting system and scope of data available:

“There are different reports to break everything down from hours worked to different tax contributions and my bookkeeper loves it, she likes everything to be neat and the reports generated allow her to do that. Plus, the depth of data gives me more useful information to use in wider business planning like forecasting and growth.



Sam Shahbazi, Director, Withins

“Additionally, I’m highly impressed with the central hub which has all my employees’ details. Before moving to bureau we were on a paper based system which meant accessing staff information like addresses, leave or dismissal dates took time and if I was out of the office I didn’t have it to hand. Now, I can access that information anywhere and anytime I need it. I often check reports on my phone so the accessibility has been a huge bonus.”

Sam added: “If I was in the same position again, and if I expand or open a new home I’ll use Moorepay, without a doubt, and I’d highly recommend it to any of our business friends looking for a payroll solution.”

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