



Your perfect payroll partner is out there somewhere! But what should you be looking for in your service-provider soulmate? We've compiled a quick list of must-have-traits to help you with finding The One.

Mature and experienced

An established name with proven expertise will help you feel more relaxed and confident in their abilities to handle your payroll. You need someone who...

- ✓ Successfully manages payrolls
- ✓ Has experience managing payrolls for companies who are a similar size or in a similar industry, to you
- ✓ Has resources to accommodate your needs



Reliable

Is their technology reliable? The increase in the volume of data needing to be processed, and the increase in the frequency of payroll being processed, has led to the rise in robotics and automation in the industry as a way to de-risk and save time. You need someone who...

- ✓ Has prior experience utilising software which you already use
- ✓ Has technology flexible enough to meet your unique needs, and to grow and innovate with you
- ✓ Ensures their technologies are kept up to date with changing legislations
- ✓ Has the ability to adopt automation

Trustworthy

Payroll is about so much more than just paying people. It is about managing data and handling it in a controlled and secure way, in an ever-changing complex landscape. You need someone who...

- ✓ Is BACS & HMRC approved
- ✓ Has ISO accreditations
- ✓ IS GDPR compliant
- ✓ You can trust with access to your PII data



Able to grow

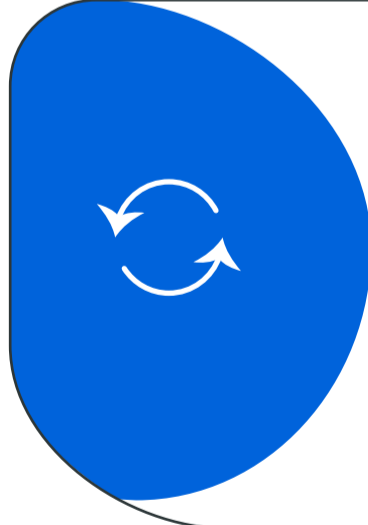
Your service provider relationship should be a partnership: there should be an equal desire to have a successful relationship from both of you. You need someone who...

- ✓ Will be able to integrate into your business
- ✓ Will be able to successfully manage changes within your organisation

Adaptable

Your payroll provider needs to be flexible as your company, and your needs, grow. You need someone who...

- ✓ Is capable of adapting to changes in your business without compromising on service



Keep you on your toes

Your provider should actively keep up to date with the newest technologies and legislation changes. They should continue to upskill and ensure that their people who are performing your payroll are highly trained. You need someone who...

- ✓ If you are a large company: is capable of processing high volumes of payroll or If you are a small company: specialises in smaller, complex payrolls
- ✓ Adequately trains their staff
- ✓ Continues to upskill
- ✓ Actively keeps up to date with the newest technologies and legislation changes

Attentive

Efficiency is key and your payroll partner needs to ensure an accurate payroll. You need someone who...

- ✓ Has proven experience that they are accurate with their payrolls



Proactive

A good NPS score in the payroll & HR services industry is 0 - 30. You need someone who...

- ✓ Is capable enough to deliver what they promise
- ✓ Whose NPS score is satisfactory