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Streamlined payroll for modern clients

Case Study for BrightPay by

accountingWEB

The best tools for a modern digital practice

For today's modern sole practitioner accountant, having the right software tools to drive your digital practice is essential – and this applies equally to your choice of payroll software. To offer the service that clients expect, you need easy-to-use interfaces for clients and their staff, access to payroll information in the cloud, and payroll features that quickly get the job done.

We spoke to Patrick Cracroft-Brennan at Bambury & Co Chartered Accountants to hear how BrightPay has enhanced his payroll offering with software automation, employer dashboards, and accounts integration. "We're a small practice, with me as the proprietor, so using the right software is very important for keeping things efficient. As a generalist accountant, my clients expect me to provide extensive outsourced payroll services these days, and that's something I'm more than happy to offer," Patrick told us.

> ❝ **At the moment we have 16 payrolls that we provide and I'm able to run those all by myself, using BrightPay as our sole payroll platform** ❞

Patrick Cracroft-Brennan of Bambury & Co Chartered Accountants

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Challenge:

- Patrick wanted Bambury & Co to be a cloud-based practice. He wanted to be able to access the payroll information from anywhere in the world.
- It was taking Patrick four to five days to get through his payroll run. As a sole practitioner, Patrick's time is very valuable and so this was something he wanted to reduce.
- Patrick was spending a lot of time emailing payslips to employees.
- Patrick was spending half a day on processing pension contributions.
- Patrick wanted more time to spend on other sides of the business.

Solution:

- A payroll software that allows you to access payroll information online, from anywhere.
- A payroll software which automates tasks, meaning it saves time and allows Patrick to focus on other sides of the business.
- A payroll software that shares payslips with employees instantly through an online portal.
- A payroll software with full auto enrolment functionality that takes the admin work out of processing pension contributions.

Result:

- Patrick can now get through the payroll run in two to three days compared to four to five days with his old provider.
- By saving time processing payroll, Patrick now has more time to spend on other parts of the business.
- Patrick no longer needs to spend half a day on pensions and can instead take care of this task in just a few clicks.
- Patrick saves time by no longer needing to email payslips to employees individually.

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Access to payroll information from anywhere in the world

Bambury & Co moved to BrightPay around three years ago, having used Payroll Manager by Moneysoft for seven years prior to this. "Payroll Manager got the job done, but it was a standalone application and didn't fit with my desire to be a cloud-based practice," Patrick told us. "I'm a dyed-in-the-wool Xero fan for the accounts, so I wanted a payroll software that had that online element, where I could access the payroll information from anywhere in the world," he continued. And by using BrightPay's cloud extension, BrightPay Connect, Patrick is able to do just that. "So, even if I'm on holiday, I can still log in to BrightPay Connect and do everything I need to do," he said.

Being able to give clients online access to their payroll information was very important to Patrick. "It was BrightPay Connect that drew me in, in the first instance. Having the ability to offer clients an online client dashboard and an employee self-service app was exactly what I needed. Having these online features has been essential to the way we work, especially the self-service element," Patrick told us.

> " **When using the previous system, I had to physically email payslips to each client. Since switching to BrightPay, my clients now love the fact that everything is automated. I press a button and the payslips are there for employees to view or download — without all the hassle.** "

Time to spend on other sides of the business

As a sole practitioner, time is very valuable to Patrick, "Saving that extra time is a real bonus for me. With so many tasks being automated, I have more time to do other things for clients, whether that's more client meetings, deeper advisory services or just widening what I can offer to each client," he said.

> " **With BrightPay as my software, I can get through my payroll run in about two or three days, whereas before it was taking maybe four or five days.** "

When asked if the pandemic caused any issues for his payroll services Patrick told us, "I was probably one of the few people that thoroughly enjoyed lockdown. It was quiet and peaceful and there was more time to get things done. It was also the spur to close my bricks-and-mortar office and to go completely cloud-based, actually." As many of Patrick's clients were working from home, BrightPay Connect became invalueable, "Using BrightPay Connect allowed me and my clients to access the payroll information, review the payroll and get everything finalised. Clients being able to enter their own payroll data from the employer dashboard was such a game-changer, and there's never been any pushback from clients regarding them doing some input work." Patrick told us.

4-5 days ➡ **2-3 days**
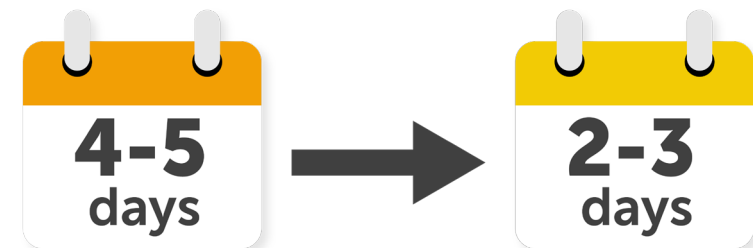
to process 16 payrolls

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Employee self-service

We asked Patrick what type of clients he ran payroll for, "Some client payrolls are for two or three people, and some are for whole teams of 30 people. Clients' staff really like to use the employee self-service elements of BrightPay Connect, like being able to download their payslips, or booking holidays. That's a real time-saver for me, and reduces the admin for the client too."

"All these clients have workplace pensions in place too, and the pensions reporting and employee contributions all work seamlessly in BrightPay. Previously, I would have been spending half a day doing the pensions side of things and now it's just a click of a button," Patrick told us.

An online paperless practice

"I'm a paperless practice now," Patrick told us "so there are no physical elements to the payroll run and no printing or postage etc. All the client's payslips, P45s and P60s are there in BrightPay Connect. That keeps everything paperless and adds to my sustainability credentials too," he continued.

"I've been cloud-based and paperless for around two years now, and had made the move pre-pandemic, fortunately. The pandemic has been a tough time for some people but it's really forced us to learn things like Zoom, Teams and Xero etc. and to get used to online access and remote working as a normal concept. I run the whole practice online now, and I wouldn't go back. It's allowed me to build a great practice, with the software keeping things productive" Patrick told us.

The perfect solution

"I'm perfectly happy with BrightPay now," Patrick told us. "I've been using payroll software for so long that many of them seem the same to me. But BrightPay stood out from the crowd. It does the job well, it has that cloud element with BrightPay Connect and it has some great integrations."

> **BrightPay is a payroll software that makes managing payroll quick and easy, making your payroll fast, effective and straightforward.**

When asked if there was anything he'd change about BrightPay Patrick told us "There's not much I'd change about BrightPay. It manages everything brilliantly, BrightPay Connect gives us that cloud access and back-up, and the software slots nicely into our systems."

Pensions are taken care of in just a few clicks

Why not see for yourself?

If you want to find out exactly why Patrick hasn't looked back since making the move to BrightPay, schedule a free 15-minute demo of BrightPay and BrightPay Connect with a member of our team today.

Or why not book a free 60-day trial of BrightPay and try the software for yourself with no obligations.

Book Demo

Free Trial