

# Protect your clients' payroll

## Top 5 security tips



# The importance of cyber-security in today's world

Cyber-security has been a hot topic over the past few years, however, there are still a surprising number of businesses who aren't aware of cyber-security threats in today's digital age.

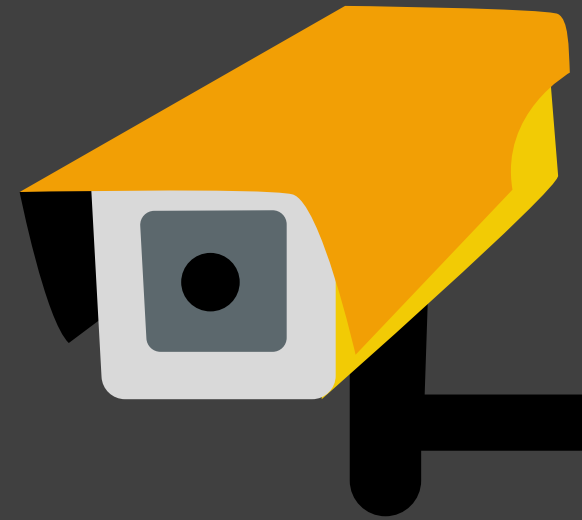
Almost everything is stored online and accessible at our fingertips, which poses the question of just how safe is your clients' payroll data? Did you know that in 2021, 95% of all cyber security breaches were due to human error? Along with that, small to medium-sized businesses accounted for half of these breaches.

We are all human and we all make mistakes. Have you ever sent the wrong payslip to an employee, or sent an email to the wrong client? All it takes is one click or one download to expose your client's data to the wrong people, resulting in a damaging ripple effect for your practice, including GDPR penalties and fines.

An example of such a fine was issued to British Airways in 2018, when their website diverted users to a hacker's website. This compromised the data of about 400,000 customers, due to poor security measures put in place, which cost the company an eye-watering £20 million.

So, how can your business improve its online security? How can you give your clients the best payroll security features to protect their personal and financial data?

**In this guide, we've put together the top five ways you can improve the security of your payroll data by using the power of cloud-technology.**



# 1. Backup your payroll data automatically to the cloud

Backing up payroll data manually to a third-party file-hosting service or an external hard drive can be tedious, time-consuming, and not as secure as one might think.

However, storing your clients' payroll data solely on your computer's hard drive increases the risk of clients' data being exposed to ransomware, and leaked to the wrong people. Also, while payroll data should ideally be backed up every time you run the payroll, it's most likely done less regularly. This can lead to you losing important payroll data, which can be difficult to retrieve and rectify.

That's why we recommend having a system in place that **backs up your payroll data automatically**. When your payroll data is being backed up for you, in the background, it gives you peace of mind knowing that there are backups available on a regular basis. It also frees up time for you to spend on other tasks.

In our latest **free guide**, research has shown that the average bureau user could save 30 minutes each month (or one whole working day each year) by using our cloud extension, BrightPay Connect, to backup payroll data automatically.

On top of that, storing your payroll data in a cloud-based platform takes that data away from your computer, storing it in a secure and remote location. These remote locations are often warehouses to limit accessibility, with files being fully encrypted for further protection. This ensures that should your computer be hacked, stolen or damaged, you can restore the payroll information from a different device, meaning you won't need to re-enter clients' payroll information from scratch.

**Bonus Tip:** For an extra layer of protection, we recommend using a software provider that stores a **chronological history** of your backups in the cloud. That way, no matter what happens to your clients' data, you can always retrieve a previous version of your payroll data, from any pay period.



## 2. Give clients more control over their payroll data

Sending payroll data back and forth to clients can be another frustrating and timely task. From tiring phone calls to never-ending emails, it can be a lot to deal with.

Not only that, but losing track of these emails and misinterpreting phone calls can result in data errors in payslips. A lot of the time, it can fall on you to rectify these issues at the last-minute, which can damage your client relationships in the long run.

To remedy this, we recommend giving your clients more control over their payroll data. This not only saves you time and boosts client relationships, but it also improves the security of your clients' payroll data in the long run. There are many ways you can do this – one way could be **sending a summary of your clients' payroll information** to them for approval, before the payroll is finalised. Another way could be letting the client submit any updated payroll information, such as additions and deductions, or new starter details, to a secure online portal. All you have to do is simply click a button and the updated information syncs back directly to the payroll software.



## 3. Store important reports in a centralised location

Printing off confidential files and reports to share with specific staff members can seem like a straight-forward option, however, it can pose security threats.

Having confidential paper-based files lying around the office can increase the likelihood of other staff members reading them, which can have detrimental effects, if picked up by unauthorised persons.

Creating reports in your payroll software that can flow instantly to a secure online portal for you and your clients, is a great alternative to more traditional paper-based methods. Whether they're using a tablet or laptop, from at home or in the office, your clients can view reports at a moment's notice. This instant flow of information from your payroll software to an online portal also eliminates the possibility of someone accessing confidential reports from an email and reduces your paper-trail.



## 4. Let employees access payslips and documents from anywhere

There's an endless list of potential security issues that can arise for employees. This can be anything from forgetting passwords to access their payslips, losing a payslip in their emails, or misplacing a paper-based contract of employment.

These issues can result in both you and your clients wasting time locating missing payroll and HR document files. Along with that, if an employee recently moved home and their new address wasn't updated on their latest payslip, or if they have questions about the amounts that were deducted from one of last year's payslips, it falls on you as the payroll processor to rectify these issues.

To remedy this, we recommend using a system that lets employees access and download all their new and historic payslips from one centralised location. This saves both you and your clients' hours of unnecessary stress and hassle scrambling for missing files. We also recommend having a process in place that lets employees update or change the personal details their employer has on file for them themselves.

This means more responsibility falls onto clients' staff to keep their personal details up to date.

We also recommend having a secure online hub where employers can upload important payroll and HR documents, so they can access everything from the one place. These can range from payslips and reports to HR policies and contracts of employment. This can be one of the best places for clients to start when it comes to online security and can be a big time-saver for them too.

**Bonus Tip:** When choosing an online portal, choose one with customisable user access, so that you can restrict access of documents to certain users or specific departments.



# 5. Follow GDPR best practices

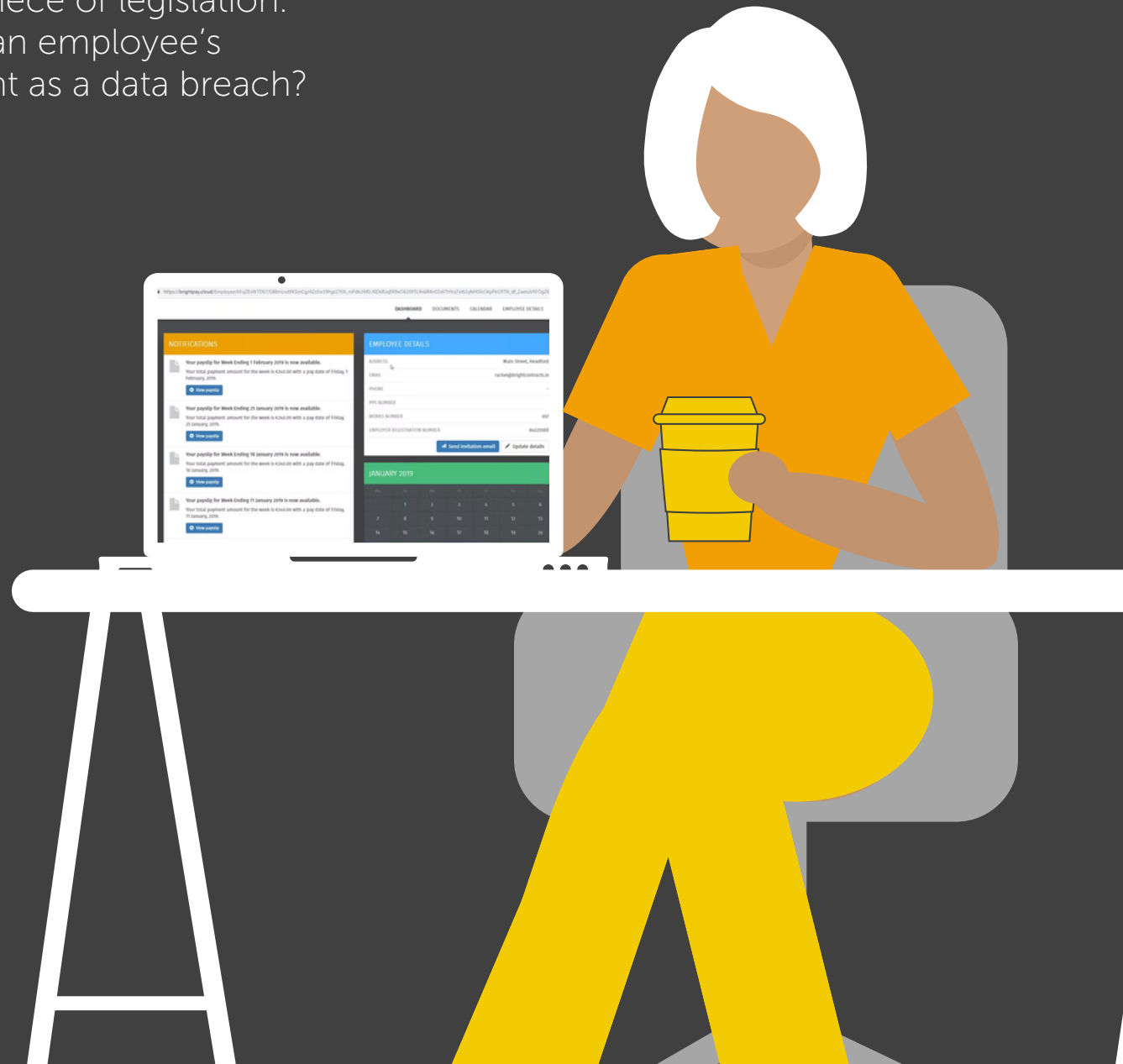
Since GDPR was introduced in the UK in 2018, there have been many questions surrounding the piece of legislation. As a bureau for example, does sending an employee's payslip to the wrong email address count as a data breach?

The short answer is yes – GDPR breaches are more common than you may think, and regardless of whether you're aware of it or not – every business across the nation is affected by it.

Here are some examples of other common data breaches found in practices and bureaux:

- Sending one of your client's reports to another client without their expressed permission.
- Your computer gets stolen, and your clients' information is leaked to unauthorised third parties.
- Staff's personal information is altered without their expressed permission.

Breaches range in severity and not only threaten your client's payroll data safety, but also your bureau's reputation. These breaches can also result in penalties and costly fines.



# How BrightPay can help



All of the issues mentioned above can be dealt with, using BrightPay's cloud-extension, BrightPay Connect. With [BrightPay Connect](#), your data is backed up to a secure Microsoft Azure server, where your clients and their employees have access to their very own self-service dashboard. Here are the benefits it can offer your practice:

## Automatically backup your payroll data, while you work

With BrightPay's cloud-extension, you never have to worry about backing up your payroll data again. All the hard work is done for you in the background, as you process the payroll. BrightPay Connect backs up your payroll data automatically to the cloud **every 15 minutes or each time you close out of an employer file**, to a safe and secure Microsoft Azure server. This ensures that your clients' data is always kept safe and secure, in a remote location, away from unauthorised users.

With BrightPay Connect, a chronological history of your payroll backups is stored in the cloud. This ensures that should you need to retrieve and restore your payroll data from a specific point in time, you are able to do so, quickly and easily.

## Have a client payroll and HR portal

Automate payroll and HR processes for your clients using an online **[client dashboard](#)**. Through the BrightPay Connect client portal, clients can view all distributed payslips from one centralised location. On top of that, they can upload important HR documents to their employer dashboard and set up users to access the dashboard. These users can have customised access on the dashboard – for example, to approve annual leave for a specific department.

BrightPay Connect's Client Payroll Entry feature allows clients to add employees' hours, new starter details and any necessary additions and deductions. This saves you time and reduces manual data entry errors as you can seamlessly sync the data to the payroll software, while also giving your clients more control of their payroll.

After completing the payroll run, the clients can view a payroll summary and quickly add in any payroll information they may have forgotten about.

Having this one centralised portal reduces the likelihood of unauthorised people accessing confidential documents. Document access is also trackable, so clients can see exactly who has viewed which documents and when. This streamlines many HR and payroll processes for clients, as well as providing you with new opportunities to broaden your service offering.

# Wow your clients with an employee self-service app

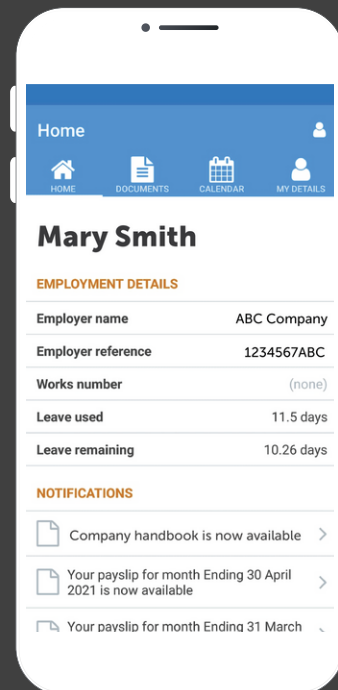
BrightPay Connect comes with an innovative [employee self-service app](#). From here, employees have access to a wide range of impressive features that automate workflows for both you and your clients.

Once the payslips have been finalised, they are automatically distributed to the employee app on the specified date you have chosen in the settings. This allows your clients' employees to access, download and print their payslips from anywhere, at any time.

This direct and seamless flow of information from the payroll software to employees, eliminates the tedious task of emailing payslips each pay period. Storing copies of payslips on your own hard drive is no longer necessary either, as a chronological history of employees' payslips are now accessible, 24/7, at their fingertips. Documents that are uploaded to the HR hub can also be viewed by staff from their employee app, simply at the tap of a button.

Not only that, but employees can update their personal details within the app themselves.

This gives employees more control over their personal data and aligns with [GDPR best practices](#), as it is your employees' right to know what you have on file of them.





# Reduce errors and increase online safety with API integration

While this isn't fully related to our cloud-extension, API (Application Programming Interface) integration is another tool that BrightPay offers to save you time, reduce errors and improve the safety of your clients' payroll data.

When you export clients' payroll data and manually upload it to your accounting software, it can leave space for errors to occur. From input errors to duplicates of the same data, these mistakes can end up costing you and potentially putting your business at risk in the long run – especially if data has been submitted incorrectly on a regular basis.

Luckily, it's now possible to send payroll journals directly to your accounting software from within the payroll software itself. API integration allows BrightPay and many leading accounting software providers such as Xero, QuickBooks Online, Sage and many more, to directly communicate with one another, allowing the instant flow of data between applications. This not only improves the security of your payroll data, but saves you even further time down the road, as a busy professional.

BrightPay is also integrated with some of the UK's leading pension providers, allowing you to send pension data directly to the pension provider's web portal. This further reduces the chance of sensitive data being left on your computer's hard drive.

BrightPay is also integrated with payment platform, **Modulr**. Modulr allows payments to be made in real-time, 24/7 to employees, subcontractors and HMRC, directly from within the payroll software. Payments can be processed within 90 seconds. It also gets rid of the need to manually upload bank files, drastically reducing the amount of time spent on making payments. Modulr also has further security measures in place with two-factor authentication using the Authy app, to prevent any unauthorised access.

## API integration with pension providers



## brightpay



# Cyber security is serious

Cyber-security is a serious matter, and should be at the forefront of any business, especially those that process sensitive financial data.

It's important to have a system in place that has both the credibility and reputation behind it, to ensure a high level of security for your clients' payroll data.

BrightPay is an award-winning software, having recently won 'Payroll and HR Software of the Year 2021' and winning awards the previous three years running. With an impressive 5-star rating on Trustpilot, you know you're in safe hands. Why not sign up for a [free 15-minute BrightPay Connect demo](#) today to see how BrightPay Connect can:

- Expand your service offering
- Increase profits
- Improve your GDPR compliance
- Automatically back up your payroll data
- Streamline client communications
- Boost employee satisfaction
- Save you massive amounts of time



If you're new to BrightPay, see our API integrations in action by signing up for a [\*\*free 15-minute demo\*\*](#) of our award-winning payroll software below. Switching from another software provider? No problem, you will be assigned a dedicated account manager to help you through the migration process to get setup. Can't wait for a demo? Download our [\*\*60-day free trial\*\*](#) with full functionality now.



**Book a demo**

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“30 years of Sage usage and our accountant said have a go with the free trial of BrightPay - we never looked back. The ability to speak to tech help very easily & the free trial gave us the confidence to swap. Great team in support a joy to work with.”

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**- Simon Zehetmayr, Wilson Hawkins**