

How does payroll outsourcing help the UK operations of a global company?



Customer Profile

WANdisco (Wide Area Network Distributed Computing) was founded in 2005, with dual headquarters in Sheffield and Silicon Valley, and is a public software company which specialises in distributed computing. Fast forward 11 years later, and WANdisco has a presence in five countries spread over six offices.

WANdisco's products are differentiated by the company's patented Active Transactional Data Replication™ technology, serving crucial high availability (HA) requirements for Big Data both on-premise and in the cloud, and Application Lifecycle Management (ALM), including Apache Subversion and Git. Fortune Global 1000 companies, including Juniper Networks, Motorola, and Halliburton, rely on WANdisco for performance, reliability, security and availability.

Solutions Used

- IRIS Managed Payroll Service
- IRIS OpenPayslips

This case study comes from Darren Mullen, Global Finance Manager at WANdisco. The company, jointly headquartered in the UK and US, has been using the IRIS Managed Payroll Service to manage both payroll and payslip distribution for their 80 UK-based employees since the beginning of 2016.

We spoke with Darren to find out the reasons why he made the decision to outsource over to IRIS, and what he's made of it so far.

Deciding to make the switch

We started by talking about what WANdisco's processes were before outsourcing. Darren explained that "we were using a small independent accountant who was processing our payroll for us. He was actually using IRIS' software to process the payroll, which ultimately made it easier when we made the decision to outsource."

Darren went on to say "the main challenge previously was visibility and support. We simply weren't able to get the level of

Key Points

Trust



WANdisco have trust in IRIS to run and manage their payroll with a fully outsourced service.

Help & Support



Darren told us IRIS Support "couldn't be more helpful", and we're investing even more in our Support for clients during 2016 and beyond.

Why outsource?



The main drive for most businesses looking to outsource is to save time and to receive more in-depth reporting and payroll analysis. WANdisco now save around **a full days' worth of work** each month by outsourcing.

Recommendations



When asked would he recommend the IRIS Managed Payroll Service, Darren told us "yes, I would recommend outsourcing with IRIS."

reporting and detail from our previous accountant that we now can by outsourcing our payroll.”

It was because of this, that earlier this year, Darren began the process of outsourcing WANdisco’s payroll to IRIS.



Identifying a payroll provider, and making the switch

Outsourcing payroll is a big commitment. We discussed what happened after the decision was made to outsource WANdisco’s 80-employee payroll. Darren told us “It was very easy to make the decision to outsource; we spoke to a few businesses when looking at potential companies to outsource our payroll to. However, we found that the initial costs were very high

when compared to IRIS, and with our accountant already using IRIS software, the lower initial costs coupled with the ease of data transfer meant choosing IRIS was an easy decision in the end.”

Outsourcing payroll, outsourcing hassle

Businesses may choose to outsource their payroll for a variety of reasons, with cost, time commitments or admin being the most common reasons.

For WANdisco, Darren explained that the main reason actually stemmed from control. He told us that “the main reason why we decided to outsource was around control and the ability to quickly pull a report on exactly what management need, easily and hassle-free. I feel in control of the payroll now.”

He went on to say “we now get exactly what we need from IRIS. We know exactly what we need to provide to IRIS, and they also know exactly what we require. This helps me to provide what I need internally. Instead of going through the entire payroll, we now simply ask ‘what has changed since last month?’ and then only look at the changes – this has proven to be a huge timesaver.

The structured process and reliability really is great. The time that I’ve saved by outsourcing, I’m free to put into other things. We’re a PLC, meaning there’s a fair amount of complexity when it comes to reporting. It’s now easier to get a payroll run approved, as my management now only need to check the changes from each month, rather than the entire payroll run. There’s a great deal of trust in what IRIS are doing for us each month.”



Making the switch

We wanted to know, after WANdisco had decided on IRIS to outsource their payroll to, how easy was it to make the switch to outsourcing? Darren told us “everything was very quick and simple. We just took a back-up from IRIS PAYE-Master, provided it to IRIS and dual-ran payroll for that month and then

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IRIS took care of the rest.”

How does outsourcing help?

Darren told us that, even though time saving wasn't the driving force behind outsourcing, that it “saves us probably just shy of a full days' worth of work. Doing my part of the payroll run probably takes a couple of hours each month, whereas previously it was around a days' work. My job is definitely less stressful since we've outsourced. I just don't have to worry about it anymore, I know everything is taken care of.” This is great to hear, and really highlights just how much time passing payroll management away from a business can save.

Contacting IRIS

Every now and again, whether it's for Sales or Support, every client we have will most likely need to contact us. So, what's been WANdisco's opinion when they've had to get in touch? Darren told us that it's been “really good, the guys I've

spoken to really couldn't be more helpful. IRIS have dealt with everything for us since outsourcing, they've even contacted HMRC and sorted everything on our behalf. This has really left IRIS in a good light at WANdisco, as we knew the outsourcing service was reliable and would be able to remove some of the stress relating to payroll. Really my experience with IRIS support has been really positive, I have a lot of confidence in IRIS.”



Recommendations

The main question to Darren was, after outsourcing WANdisco's payroll to IRIS earlier this year, would he recommend it to other businesses?

He responded “Yes, I definitely would recommend outsourcing with IRIS, I have no reason not to. The service we've had in the past from IRIS has been great, I

wouldn't stay with IRIS if I didn't trust you”

The IRIS Managed Payroll Service

Businesses can outsource their whole payroll function or enjoy bespoke tailored service from an external provider that allows a company to focus on their own expertise. Outsourcing payroll has become an option that many businesses are looking at after the recent legislative changes such as automatic enrolment and the upcoming changes to holiday pay.

IRIS has specialised in payroll for over 35 years and this experience means we fully understand all aspects of payroll to be able to offer you a first class service; ensuring you are legislatively compliant whilst paying staff accurately and on time. For IRIS Managed Payroll, we use our own, market leading, HMRC-accredited software which easily enables us to tailor your payrolls to your individual requirements.

Call 0843 357 1822 or visit iris.co.uk/managedpayroll for a free, no obligation payroll outsourcing quotation

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