

# Boyes Turner calls on ADP to smooth out payroll



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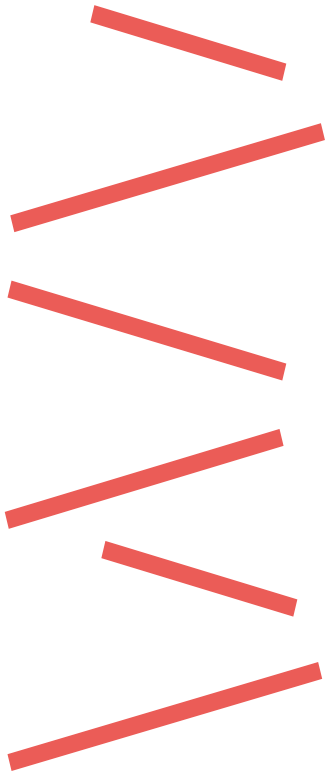
Boyes Turner sought an outsourced payroll partner to help eradicate errors and reduce the administrative burden on the in-house team. The fully managed ADP solution implemented will deliver the flexibility and accuracy that the law firm requires, while providing a dedicated support team to ensure quality and consistency of service.

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## Why ADP?

Boyes Turner was already familiar with ADP and, after taking the decision to change provider, they quickly selected ADP's fully managed payroll solution. As a secure cloud-based solution, Boyes Turner saw that ADP's payroll system would provide them with continuous access to their data, whilst offering round-the-clock support from a dedicated expert team.

Commenting on the selection, Jeni Carr, Financial Director at Boyes Turner, says: "ADP has an exceptional reputation in the industry for providing best-in-class solutions to its clients. The ADP team had kept in touch with us over a number of years, gradually building a solid relationship, so that when we were ready to move provider, we only had one company in mind. We were confident that ADP could offer us what we needed."



## About Boyes Turner

Boyes Turner is a full service commercial law firm, providing competitive and innovative legal services. One of the UK's leading regional firms, its specialist teams of lawyers work with many of the world's largest multinationals, successful UK and European businesses, as well as individuals seeking best-in-class advice and support.

Based in Reading in the heart of the Thames Valley, the company currently has 180 members of staff on its payroll. Amongst the most highly rated lawyers in the UK, Boyes Turner has been recognised as UK Regional Law Firm of the Year three times in the past four years at the British Legal Awards.





## Eradicating errors and unreliability

Boyes Turner had outsourced its payroll for a number of years due to the need for specialist expertise and assistance with legislation and compliance issues. However, the in-house team wasn't satisfied with the quality and consistency of the service Boyes Turner received from its previous provider. This was particularly true following the Real Time Information (RTI) changes in 2013, which saw service levels decline alongside the return on investment.

One significant issue concerned payroll accuracy. The high number of serious errors meant that the in-house team was constantly required to rectify problems. This used up valuable time and distracted the team from value-added HR activities.

With set monthly timeframes pre-defined by the previous outsource partner, the HR team also struggled with the laborious and often rushed task of manually inputting data at the end of the month, to make sure employees were paid on time. The original savings on headcount were no longer being made, which was one of the original reasons for outsourcing payroll.

Because of these challenges, Boyes Turner sought a new provider that would deliver a comprehensive, accurate and reliable service, alongside real time data visibility and a system that could be accessed and reviewed at any point throughout the month. The firm also wanted to find a partner that would act as a true extension of their inhouse team.



## Implementation

Boyes Turner found the implementation of the ADP payroll solution to be thorough and well-organised, as Jeni outlines:

"As expected, ADP acted extremely professionally from the start of the project. It was refreshing to see a proven routine for implementation and this highlights ADP's expertise, experience and client-focus. The planning and communication from the team was second to none."

She was also grateful for the training provided to the in-house team:

"We attended an informative training session at ADP's offices in Chertsey, Surrey, UK, which enabled the team to get to grips with the new solution" she says. "The training team ran through the system in an instructive manner, providing plenty of opportunities for questions from our team. The training day left us confident that the solution would help us to run our payroll efficiently."

## Confidence and consistency

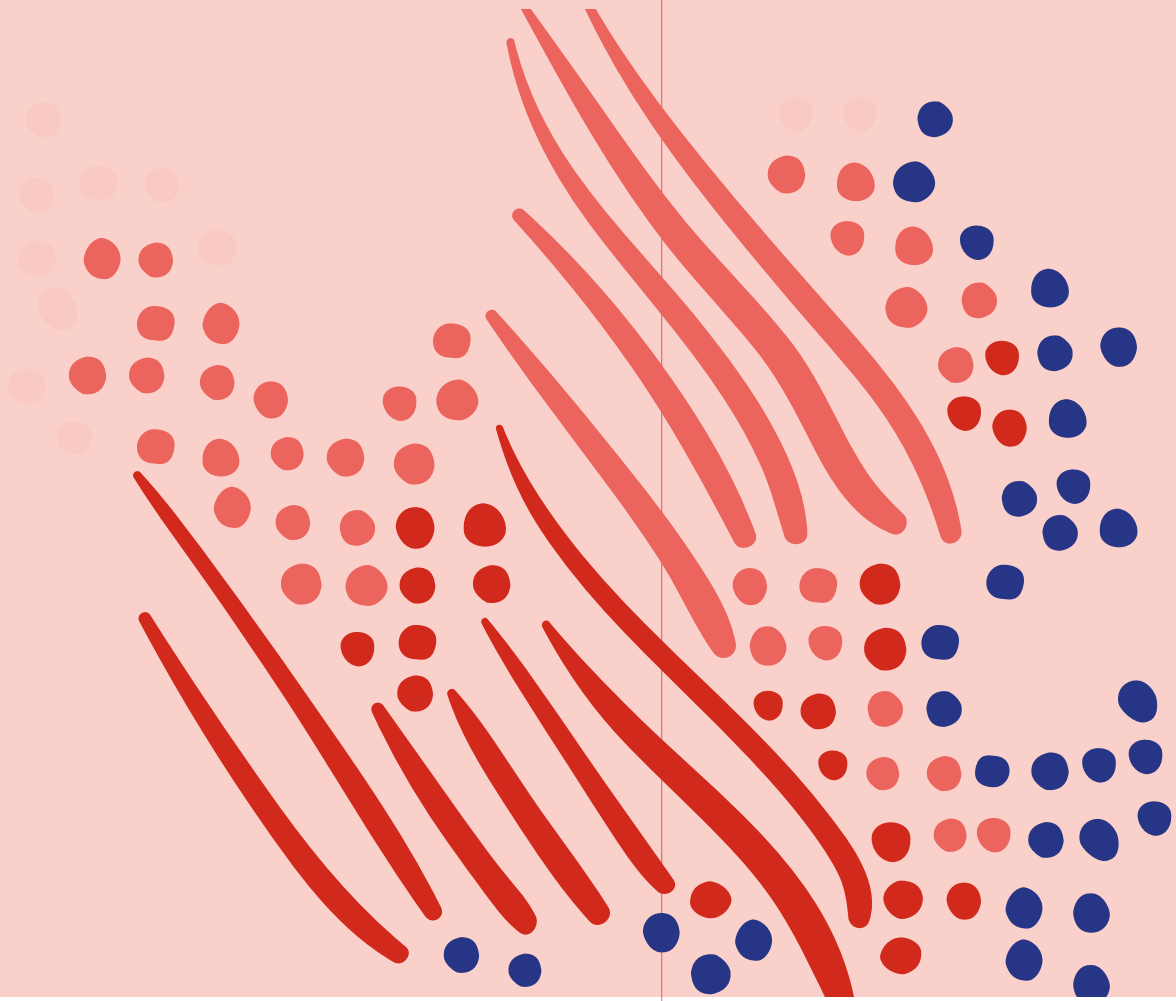
The all-encompassing solution and support system that ADP has implemented will make a real difference for Boyes Turner, as Jeni outlines:

"With our previous system, there was always a rush at the end of the month to input and check the data. This has now been resolved with ADP. The extra visibility of having an online system means we have more time to ensure data is accurate throughout the month, minimising the payday panic and giving us greater capacity to focus on other activities."

Partnering with ADP has also introduced greater consistency to the payroll function at Boyes Turner:

"ADP has implemented a clear communication chain including one key contact who will deal with any queries that we might have. The steps that have been put in place so that any team changes at ADP will not affect the running of our payroll were reassuring to us. Now we are assured that anyone else can fill in without the need to reeducate the team, should the issue arise."

Jeni and her team are feeling extremely optimistic about the continued success of the partnership: "Our relationship with ADP is going from strength to strength, and we are confident that the future is bright. We are looking forward to working with ADP to further streamline processes to deliver efficient and accurate payroll services to the company."



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