

Customer name



Company Profile

Bishopsgate Group provides umbrella PAYE and subcontractor CIS payroll solutions to organisations within the UK. Compliance and customer service are at the heart of their operations. Their experienced team guides agencies and contractors through the available options in an honest and transparent manner, helping them to understand how a given model is best suited to their contracting needs. Bishopsgate have experience working with companies across multiple UK industries with a focus to supply their clients with a fully compliant, best practice payment solution that promotes payment efficiency, management, and safeguarding. In the recent year, they scored an overall 4.6 out of 5 ratings from their customers with 100% customer satisfaction and 100% payment accuracy.

Bishopsgate used to run a server-installed payroll software with a separate CRM solution. The business experienced many constraints on the efficiency of their operations due to dated software architecture and decentralised data flow. Bishopsgate decided they needed a cloud-based solution that can consolidate payroll and CRM functionality and ensure seamless data flow within the business.



Challenges

1. Lengthy and inefficient processing

Payroll processing could take upwards of 30 minutes. During this time all users couldn't use the system and had to be logged out

2. Limitations of a local server-installed software

Local server-installed software wasn't fit for remote working and its maintenance generated additional costs for the business

3. Lack of an integrated CRM platform

Keeping the payroll software records up to date required a time consuming manual process of transferring data between two systems multiple times a day

Solution

Bishopsgate decided to partner with My Digital to eradicate the inefficiencies and weaknesses in their processes. Using the right software turned their internal processes into a business advantage and enhanced their everyday operations - opening up a way to become a more dynamic, modern organisation. Now, all payroll processes are much faster, run in the background and ensure continuous access to the system.

My Digital is cloud-based software. It proved to be an outright advantage to Bishopsgate, providing the business with the freedom to run its operations remotely. Any additional expenses tied to server maintenance were eliminated and the software is always up to date.

The integrated CRM module in My Digital ensures that Bishopsgate can enjoy a seamless dataflow within the system, making manual processes a thing of the past. The CRM in My Digital makes sure that all necessary information is connected to a single contractor record - this unique characteristic allows Bishopsgate to access and manage their contractor records with unmatched efficiency.





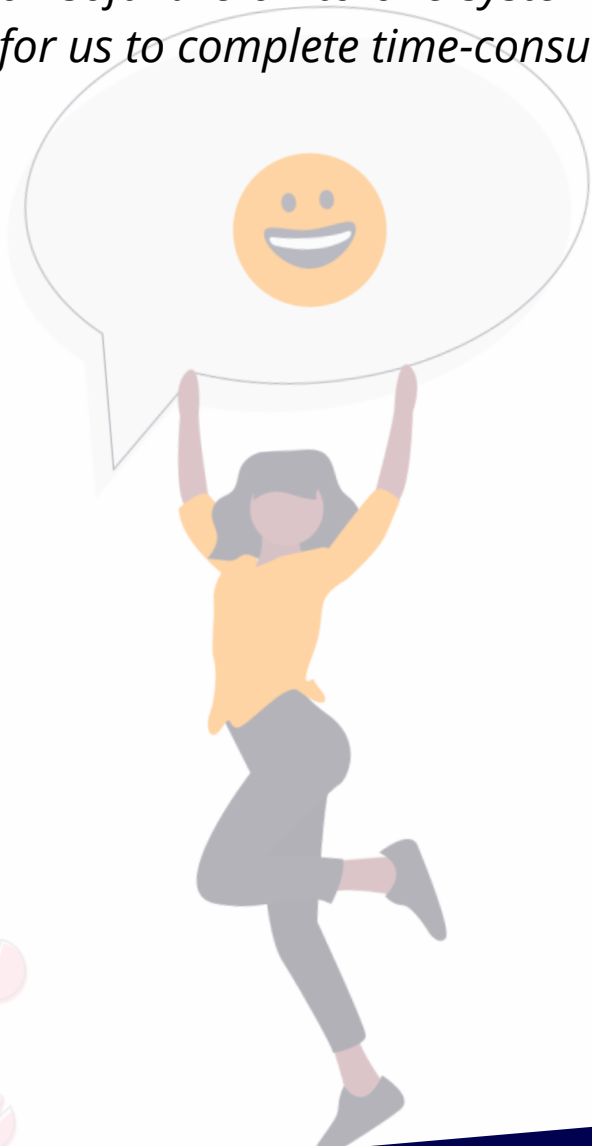
Paul Lee **Operations Director at Bishopsgate Group**

Prior to Bishopsgate implementing My Digital

"There were lengthy processing times for payroll with all users required to be out of the system whilst it was running. This meant other members of the team could not continue to process client invoice requests and it could take in excess of 30 minutes for a large payroll. We were using a local server-based software which meant remote working was complex and often resulted in slower running speeds. Using a separate CRM and payroll system meant the information on our payroll software was not always up to date in line with the CRM, with manual imports required multiple times a day to bring the payroll software up to date."

Working with My Digital

"The time it takes to run payroll has been significantly reduced. In addition to this, we can continue using the system as normal when payroll is processing. This means we can work more efficiently and our clients experience an improved response time for their invoice requests. Utilising cloud-based software like My Digital has made remote working easy. We can access the system from anywhere with an internet connection and don't see any decrease in the performance of the system when compared to working in the office. This was particularly relevant as we were onboarding with My Digital at the start of the coronavirus pandemic, where remote working became crucial to our business operations. Combining the CRM and payroll software on to one system means the data is always aligned between the two in real-time and has eradicated the need for us to complete time-consuming manual imports multiple times per day."



Additional comment on My Digital customer service

"The team at My Digital are always open to suggestions and new ideas on how the software can be improved. They are accessible and work with us to ensure we are getting the most out of the system, including the new functionality that is being added every month as part of their monthly releases."

Give us a shout and discover how My Digital can help you in providing unrivalled support and service to your contractors!

website: www.mydigitalaccounts.com

call: 0161 952 6162

email: hello@mydigitalaccounts.com

