

## Customer name



## Company Profile

Founded in 1998, Churchill Knight & Associates Ltd specialises in providing accountancy services for contractors and freelancers in the UK. Over 20 years later, the company has a reputation of one of the leading contractor accountants in the marketplace. To cater to contractors looking for a variety of emerging payroll services, Churchill Knight Umbrella was launched in 2017. In a short space of time, Churchill Knight Umbrella has experienced significant growth and currently processes the payroll of thousands of contractors every month.

Churchill Knight used to run two payroll platforms simultaneously, one traditional server installed and a more modern cloud-based solution. Despite numerous assurances from the providers the two platforms combined failed to cater to the needs of the business.

## Challenges

### 1. Server installed legacy system

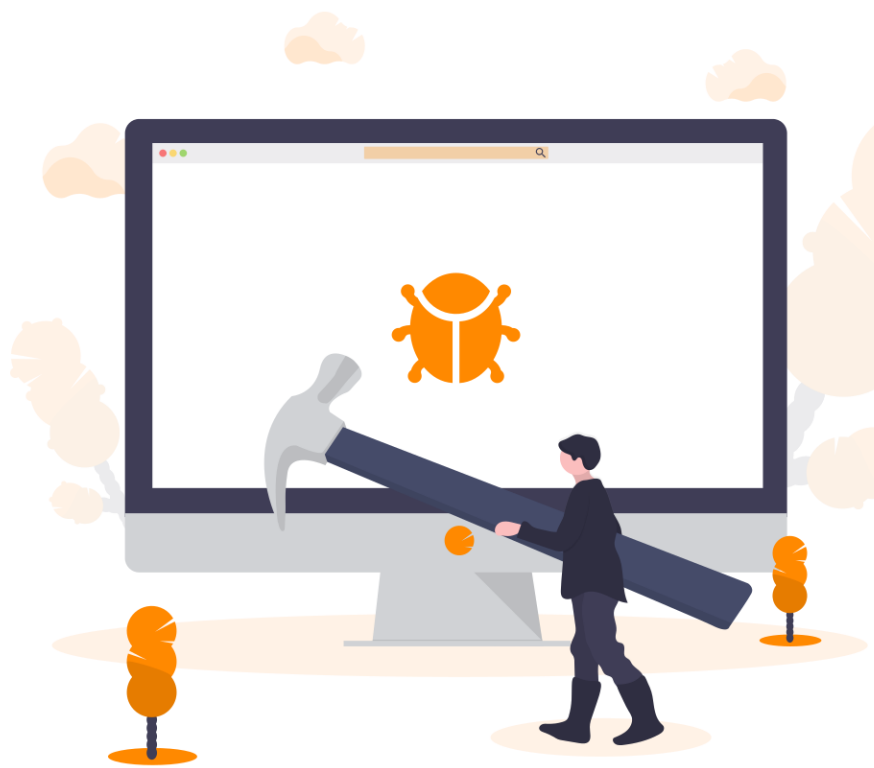
It entailed expensive maintenance costs, complicated update process and was not fit for remote working.

### 2. Inferior payroll engine causing compliance issues

Unfortunately, the previous software provider was lacking the in-depth industry knowledge and experience to deliver a fully comprehensive service that can efficiently handle various payroll models and adapt to quantum employment. As a result, Churchill Knight experienced unforeseen problems, which cost the business additional time and resources to resolve.

### 3. Poor technical support

Previous software providers have failed to make things right by providing inadequate technical support.



## Solution

Churchill Knight decided to work with My Digital and replace both platforms with one solution that can do all the heavy lifting on its own. My Digital runs in the cloud, which means that Churchill Knight doesn't have to spend any money on server maintenance anymore, all updates are installed automatically and the software runs in the browser. All that is needed for remote working is a computer with internet access. This allows the business to be much more flexible in organising the workload during the pandemic.

The team at My Digital consists of experts with over a century of collective experience in payroll and accounting. This allows creating the most comprehensive payroll and accounting suite supporting multiple pay models. The team always stays at the forefront of the changing legislation. As a result, every detail in the software is carefully thought through and designed to meet the legal requirements. All of this happens providing an intuitive environment for the users at the same time.

My Digital were not only market experts, with invaluable advice, they also had invaluable experience with migrating volume of data, training staff, supporting during first few payments.



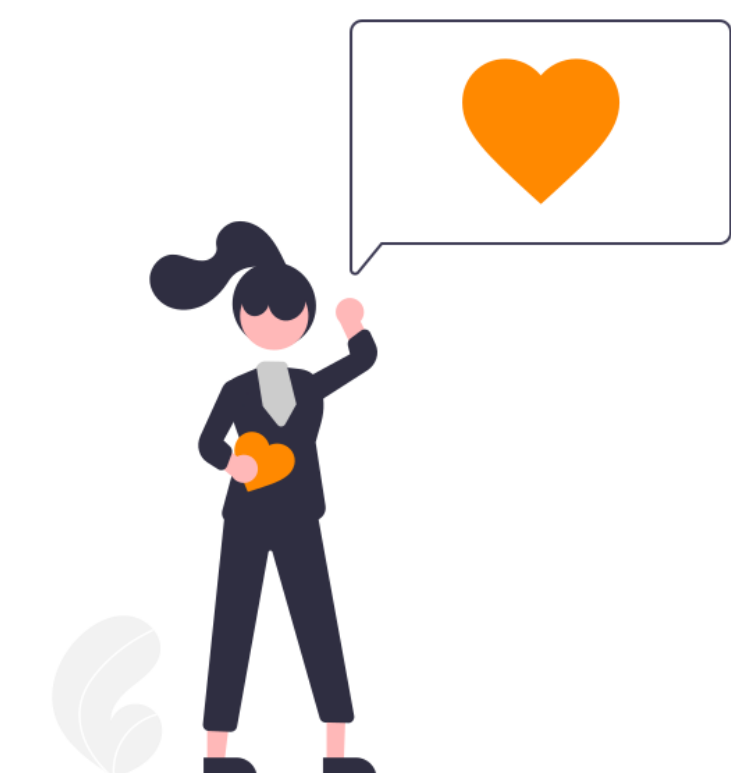


Tom Edwards, **Operations Director at Churchill Knight**

"I had a meeting with my client finance team yesterday and they had booked me in for 3 hours to go through all their questions about how things will work in My Digital compared to previous systems. The meeting only took an hour and a half because My Digital had simplified it so much for them, to which they left the meeting smiling from ear to ear and couldn't wait to get back to work. I cannot tell you how comforting it is to know that the staff are so pleased with the software that they are genuinely excited to use it.

As for my operations staff, who many of you have dealt with directly on training, I cannot thank you enough for turning them around and believing in technology again. I myself am from a business change background and so enhancing processes and efficiency using IT systems and technology is what I breathe, however the wider population do fear change. Not only have My Digital removed any fear for the team by making the training and transition as informative, reassuring and as smooth as possible, but you also did it when the team were coming off the back of a failed change with a competitor of yours, which meant you had an even harder task but shone through.

And then onto the migration itself, the team have been sensational and made it so easy. It was well prepared, well thought out, you provided plenty of advice whilst giving feedback on data and most importantly delivered everything you said you would and although it appears you guys have that as your benchmark I can assure you I have dealt with a lot of software companies where that is not the case."



**Additional comment on My Digital helpdesk support:**

"Danielle has been excellent as the first contact on the help desk. It makes such a difference when you have someone who genuinely wants to help the customer and takes pride in it and I certainly get that impression from her."

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

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