

## Customer name



## Company Profile

Formed in 2017 & based in Kent, Payments Pro is an FCSA-accredited payroll company offering umbrella & CIS models. Since the company's inception, it has had to navigate the turbulent waters of the payroll industry where notions of transparency & honesty have come to the fore. Throughout this period, many umbrella companies have been searching for a payroll software system that both supports their business infrastructure & compliance position. The market has been targeted by various software providers over the years each claiming to have developed a 'silver bullet' solution that meets these requirements simply & affordably. Inevitably the reality has proved to be somewhat different as the limitations of certain platforms have been swiftly exposed in the face of technological advancements & the complexities of paying thousands of contractors working under a variety of models.



My Digital gives us the confidence that we can scale up the business as necessary & that we are not limited by location as we can run the payroll from anywhere. From day one, the personalised support from My Digital has been second to none, absolutely fantastic. A ticketing system would not work in this industry as we are dealing with contractors' wages, so we need a live resolution; the clock doesn't stop just because it is the end of the day. I love it that the support team can take control of our screens & find a problem that is not always immediately apparent; this, combined with their industry knowledge, which is second to none, usually means that they can solve the problem much faster than any other provider. The support team always resolve any issue I might have & make sure that we are happy with the service we receive.

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**Give us a shout to book an initial consultation**

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