

# My Digital

The Payroll and Accounting  
Software Platform for  
The Ambitious



**OVER 80 UMBRELLA COMPANIES TRUST  
My Digital TO POWER THEIR PAYROLL**



My Digital is a proactive Business Partner with the FCSA (Freelancer & Contractor Services Association) & supports their compliance-led agenda. We frequently sponsor FCSA events & welcome the opportunity to engage with their members who share our commitment to professional integrity, software innovation & commercial excellence.



Professional Passport is one of the most recognisable audit standards in the industry & My Digital is a long-standing Supply Partner to their accredited membership. The relationship is underpinned by a mutual appreciation of how our software can help payroll providers implement compliant processes & procedures.



Protecting our clients & their stakeholders from the risk of cyber threats is central to the My Digital software proposition & holding the ISO 27001 Information Security Management certificate provides complete confidence in our system. The certificate confirms My Digital adheres to the best practices & principles enshrined in the International Standard.



Administered by the NCSC (National Cyber Security Centre), the Cyber Essentials Plus is an independent assessment of the levels of protection inherent in software & My Digital has passed these rigorous of tests. Clients can have peace of mind that our platform gives complete protection against cyber-security threats.



My Digital is a preferred supplier with the CSS which is the biggest public procurement organisation in the UK. The CSS plays an important role in helping the public sector save money when buying services from suppliers who are vetted to ensure they comply with procurement regulations. My Digital provides exceptional value in accord with the CSS framework.



We were thrilled to win the Best Payroll Software category at both the 2022 & 2023 Contracting Awards and are the only software provider to win the accolade two years in a row. The judges commented on our 2023 entry: *"An outstanding submission and a clear winner. They have an evident commitment to customer focus, backed up by some great results"*.

# My Digital

**My Digital is a cloud-based payroll and accounting software platform specifically designed for umbrella companies and accountancy practices active in the temporary workforce sector.**

Our solution provides a cost-effective, fully integrated, secure and scalable system to help clients accurately process payroll runs at speed and in accord with all employment legislation.

Developed over nine years & now established as the software product of choice in the 'umbrella space', My Digital improves all facets of payroll processing whilst minimising overheads.

The platform includes many unique features to help payroll firms deliver a seamless gross-to-net experience for the assignment-based supply chain.

Implemented by over 80 umbrella companies, My Digital offers a future-proof solution to meet the demands of the ever-changing payroll landscape.



## AT A GLANCE

# 80+

The number of clients we've onboarded through our first class switching process

# £76.2m

Amount we process each week on our payroll system

# 70,000+

Number of contractors we currently process payroll for on a weekly basis

# 9+

Years providing industry-leading payroll software

# 90+

Net Promoter Score (NPS), measured among our users on a weekly basis.

# 4,400+

Followers on LinkedIn

# MEET THE My Digital TEAM



**John Whelan**  
Chief Executive Officer



**Varda Srinivasan**  
Chief Technology Officer



**Daniel Moss**  
Chief Operating Officer



**Katie McKenzie**  
Head of People  
& Strategic Projects



**Eliot Dempsey**  
Chief Revenue Officer



**Paul Foster**  
Service Director



**Amy Hanson**  
Business Development  
Manager

## OUR VISION & VALUES

"To be the market-leading software supplier for tomorrow's workforce"

## CREATIVITY

Embracing a vibrant working environment in which to carry out tasks & solve problems.

## CARING

Being honest & consistent whilst keen to take responsibility & help others at all times.

## COMMITTED

Willingly contributing time & energy to the organisation & its people even in the face of adversity.

## FUN & PLAY

Expressing freedom, joy & happiness whilst creating memorable experiences & relationships.



## MORE THAN JUST A SOFTWARE PROVIDER



### YOUR PAYROLL SOFTWARE PARTNER

- UK-based operational team with vast experience in the payroll & accounting industry.
- India-based development team of skilled engineers & developers at the forefront of technology.
- 24/7 communication across both locations to ensure quick resolution of any issues.



### BI-MONTHLY SOFTWARE RELEASES & UPDATES

- Our platform is constantly evolving in line with the latest tech trends & legislation.
- All updates & innovations featured & explained in helpful bi-monthly client newsletters.
- All product development aligned with the demands of the contemporary payroll industry.



### BUILT-IN FINANCIALS & CRM

- Unparalleled payroll processing with integrated finance package & CRM system.
- Enables the management of all contractor data & accounting tasks within one streamlined platform.
- Seamless API integrations for existing CRM systems.



### MAXIMISING ADDED VALUE & PROCESSING EFFICIENCY

- Fully compatible with a raft of complimentary & trusted software partners.
- Includes Modular, Signable, Adobe Sign, Open Banking, TrustID, SafeRec, Text Anywhere & PensionsSync.
- Ensures clients benefit from a fully unified suite of software platforms & solutions.



## BENEFITS OF OUR TECHNOLOGY

- Created using cutting-edge tech & intuitive design architecture.
- Cloud-based platform eliminates manual updates or hardware costs.
- Flexible operating system enables simultaneous processing & multi-tasking.
- Automated contractor onboarding with third-party integrations & open APIs.



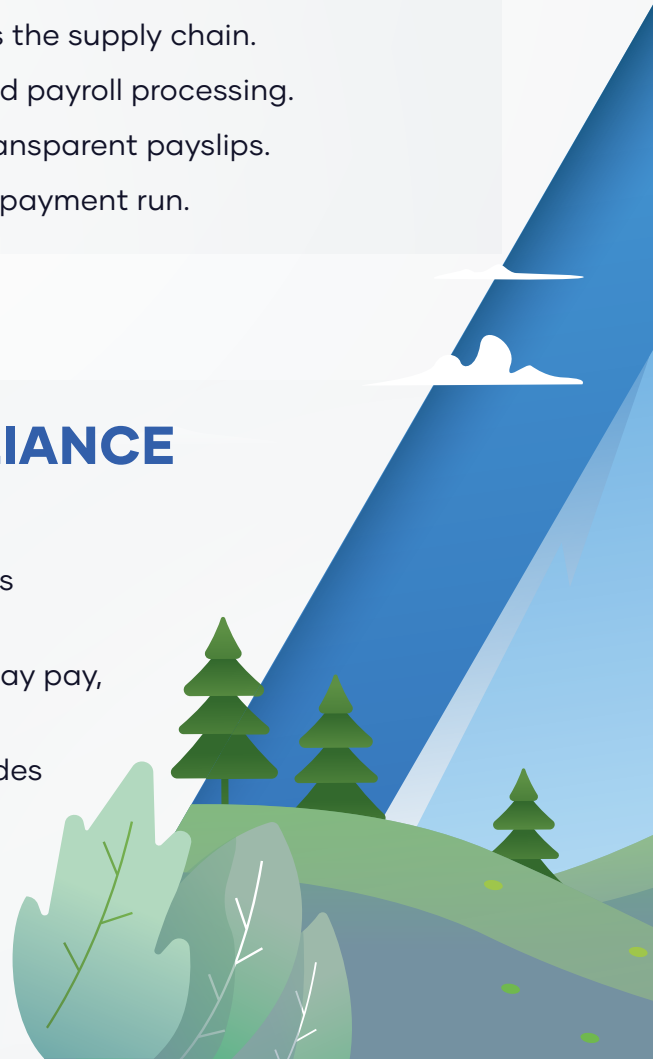
## MULTI-MODEL FUNCTIONALITY

- Compatible with umbrella, PAYE, CIS, PEO & self-employed payroll models.
- Data entered in a single instance & shared across the supply chain.
- Real-time gross-to-net calculations & accelerated payroll processing.
- Pay illustrations, automated KID documents, & transparent payslips.
- All models can be run through one company and payment run.



## SUPPORTING COMPLIANCE & MINIMISING RISK

- IR35 & RTW checks highlights duplicate addresses & bank accounts.
- Manages all statutory deductions, including holiday pay, SSP, SMP/ SPP.
- Seamless year-end submissions, updated tax codes & thresholds.
- Customised reporting suite enables forensic business analysis & insights.
- HMRC-recognised, FCSA Business Partner & Professional Passport Supply Partner.



# OVER 80 UMBRELLA COMPANIES TRUST



## HIGHEST LEVEL OF SECURITY & PROTECTION

- ISO27001 certified - the highest international standard for information security.
- NCSC Cyber Essentials Plus certification following rigorous third-party audits.
- Internal processes & infrastructure continuously tested for vulnerabilities or risks.
- Hosted on AWS cloud infrastructure with multiple encryption layers.
- Proven Disaster Recovery Standby Solution protects clients & guarantees continuity.



## MOBILE APP & CONTRACTOR PORTAL

- Intuitive & user-friendly desktop portal, customisable to client requirements & preferences.
- Synchronises with existing CRM systems to enter data in a single instance & avoid data duplication & errors.
- Automated & real-time onboarding tools integrated with Signable & Adobe Sign functionality.
- Free contractor app to receive, store & download compliant payslips, P60s & P45s.
- Submit & save receipts, mileage claims & view allowable expenses on the move.



## INDUSTRY-LEADING CUSTOMER SUPPORT

- Expert customer support desk & technical help centre.
- Helpdesk enquiries responded to within 4 minutes, & resolved within 2 hours.
- Comprehensive technical support library including fact sheets & videos.
- 93% of technical queries resolved via the My Digital conversational support platform.
- Dedicated account managers & personalised business relationships.

**My Digital TO POWER THEIR PAYROLL**



## UNIQUE FEATURES OF My Digital SOFTWARE

Utilising our development team's vast experience and understanding of the umbrella payroll sector, we have incorporated various unique features into our platform based on client feedback and requests. These modules and functions elevate our software beyond our competitors and provide customers with a bespoke user journey unavailable elsewhere.



### GHOST INVOICING

- Invoice clients for contractors awaiting set up.
- Ensures the umbrella gets paid by the agency, the contractor is paid once set up is completed.
- Preserves relationships with agencies and keeps contractors happy.

### AUTOMATED CASH-MATCHING & REAL-TIME BANK RECONCILIATION

- Automatically pull your bank data into the system
- Use banking rules to match the incoming funds to the agency.
- Payroller has visibility of invoices that are paid and can run payroll accordingly.

### PAYROLL VERIFICATION

- Verify payroll in advance of actual processing to check for errors.
- Analyse payments criteria including contractors, agencies & model.
- Maximises staff efficiencies & saves time rectifying mistakes.



### CRM MODULE AS STANDARD

- Single source of truth with data entered across systems just once.
- Create comparative illustrations, KIDs and payslips for Umbrella and CIS.
- Automated onboarding with document flow and electronic sign-off.
- Seamless API integration with 3rd party systems if needed.



### BUILT-IN FINANCE MODULE

- When raising invoices and running payroll, system automatically does account postings.
- Integrated VAT submission functionality in accordance with Making Tax Digital (MTD).
- Real-time business profitability monitoring.



# SEAMLESS SWITCHING PROCESS

We recognise that new clients might be somewhat reluctant with regards to changing software providers which is why My Digital has streamlined the process to eliminate any disruption to payroll schedules.

Our proven step-by-step switching strategy ensures that legacy systems are replaced with My Digital's cutting-edge platform without interfering with the business operation.

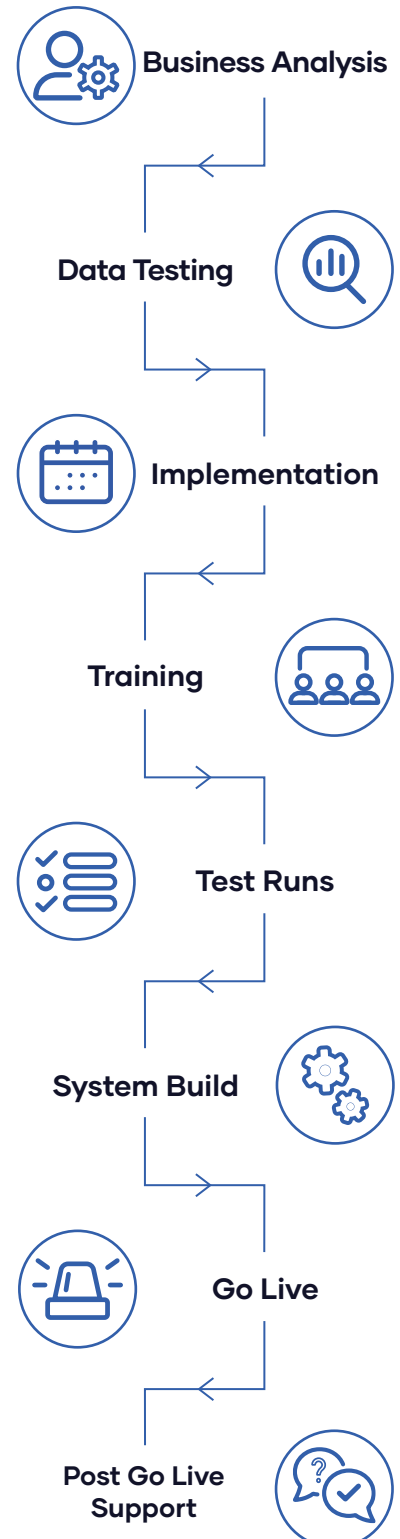
Through detailed consultations, staff training sessions & thorough testing programmes, we have completed over 80 successful implementation projects for a variety of clients.



- In-depth business analysis to establish the scope of the integration.
- Onsite consultancy to understand all processes, procedures & requirements.
- Comprehensive interrogation of current data & preparation for export.
- Development of a detailed implementation plan, including responsibilities & timescales.
- Expert face-to-face platform training delivered onsite & online.

## CUSTOMER JOURNEY

Our standard implementation process is designed to be straightforward...



## CASE STUDY - Payments Pro



**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.*

**Paul Broom**

Systems & Information Manager  
[paymentspro.co.uk](http://paymentspro.co.uk)



*We wanted to grow with technology rather than people and not become one of the dinosaurs of the industry with more staff and manual processing. My Digital's technology has helped us scale the business and rise up through the marketplace.*

*You can have the best software in the world, but it doesn't matter if you don't have a really good customer support process just in case something breaks. The thing we value the most is reliability; as much as software plays a star role in any business, it has to be something in the background, but pivotal. My Digital fulfils this function as a quiet system partner which is exactly what we need.*

**Drey Francis - CEO - Compass Contracting**

## CASE STUDY - Husp



**Based in Reading and formed in 2020, Husp provides payroll services for contractors primarily active in the finance and banking sectors.**

**FCSA accredited and part of the Huntswood Group of Companies which operates as a recruitment outsourcer, Husp was originally created to give contractors the option of a one-stop service that included both their placements and their payroll.**

With this in mind, it was imperative that their chosen software platform was able to be aligned across the group to support Husp's desire to deliver a cost-effective, efficient and affordable solution to their workers.

*We learnt a lot on the guidance given by John, Katie & Dan at the beginning who spent a lot of time on Team calls and training our staff. It was a joined-up process which is vital as we work in a very regulated and formal industry where due diligence is paramount.*

*Throughout the selection process, we met with many software providers and involved all our teams including technology, legal and HR to draw up a checklist of our requirements. It soon became clear that My Digital was my preferred option as I wanted the support of a company with real payroll and legislation expertise. This was important as my team can just pick up the phone if anything changes.*

Husp duly implemented My Digital to run their payroll, CRM and finance functions which has given them a platform by which to grow their contractor volumes.

**Jay Gadhher**  
Operations Director  
[husp.co.uk](http://husp.co.uk)



*The time it takes to run payroll has been significantly reduced and 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 much easier too as our teams can access the system from anywhere with an internet connection.*

*Edward Thomas has grown significantly in recent years and using My Digital gives us the ability to process payroll at speed and without increasing our headcount.*

**Anna Read - CEO - Edward Thomas Payroll**

## Arrange an Initial Consultation



Scan the QR Code



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