

The Client

Wellers are a regional accounting firm, operating from 4 offices across London and the South of England.



Wellers strive to deliver high quality, professional services such as accounting, payroll and business advice to over 4,000 clients. Their client base ranges across all sectors, from private schools to pubs and bars.

Requirement

Wellers approached Topsource in 2007 to provide a long term solution for their payroll clients. Their internal payroll team was unable to manage the number of clients Wellers were winning and therefore resulted in them requiring back up and support. This became a growing concern, along with the need to find a cost effective solution to assure their clients that they are always working towards supplying an affordable and accurate payroll service, and this is where Topsource were able to deliver.

Wellers required Topsource to run many of their clients' payrolls, to maintain client relationships and ensure that all clients received an efficient, professional service to the same high standard that their client base had previously enjoyed. Our first Wellers' client came on board in February 2007, and Topsource now deliver the payroll to over 152 of their payroll clients, including the Wellers' internal payroll.

Having recognized the benefits of outsourcing this delivery Wellers have been able to grow their client base on a monthly basis and now outsource all payroll clients to Topsource.

The Solution

TopSource provided a dedicated delivery team, along with a personal Client Account Manager for Wellers and their clients. This manager is in charge of managing all aspects of the Wellers portfolio to deliver start to finish payroll, including HMRC online filing and production of payroll reports, P45s, pay slips and P60s. Topsource also manage all client communications, queries and HMRC associated matters on behalf of Wellers and their clients.

In addition to the above, Topsource offer the solution of Portico, our proprietary, cloud based HR system. This gives the client greater control over their payroll and allows them to input

amendments such as starters, leavers, sickness, and holidays. As well as payroll processing, the system has a number of other modules, such as report storage, holiday management, and e-learning. It allows visibility of pay slips and P60s at employee level, and can be modified to suit each client's needs. Reports can be standardized and imported easily into other systems, saving considerable amounts of time for our clients.

Once the payroll has been received, the team are then able to process the payroll and send reports directly to the client for approval. Once approval has been received, we create BACS files, run final reports, produce pay slips, issue P45s and submit any HMRC filings.

Benefit

Wellers are now able to take a step back from the day to day management of the payroll delivery, with the sound knowledge that Topsource are delivering a cost effective, well-controlled and documented process for their growing payroll client portfolio.

Delivery quality is monitored through the production of monthly KPIs and regular senior level meetings where quality and further opportunities are discussed.

Client Comment

"TopSource have been excellent at fulfilling our requirement of an outsourced payroll department since 2007 and allow us to concentrate our efforts on ensuring our clients get a premium service at affordable levels. Now looking after both our internal payroll and almost all of our clients on a day to day basis, we have great confidence in their service and look forward to working with them closely for many years to come."

Ercan Demiralay - Partner

www.wellersaccountants.co.uk