

# Case Study

Roe Park



★★★★★  
ROE PARK  
Resort

## The Company

The **award-winning Roe Park** is one Northern Ireland's premier gold and spa resorts. A **4 star resort** set in a country house estate it boasts 118 guest rooms and luxury suite along with an 18-hole golf course.

Roe Park employs over 150 people and **was struggling to find the resource it needed to manage their payroll** and up-coming auto enrolment requirements. Their workforce was paid on a monthly basis, working variable hours and this only added to the deadline pressures their finance department were placed under pressure to ensure employees were paid on-time.

## The Problem

The incumbent payroll system was provided by Sage, with time and attendance being managed through Time Point and their accounting system driven by Sun System. A major issue which increased payroll administration was the inability of each of the three incumbent systems to communicate or configure relevant information that was easy to extract and upload into another system. Each month time and attendance data needed to be uploaded into Sage the data had to be manipulated and manually entered to meet with Sage's requirements, increasing the risk of error. Furthermore; once the payroll had been processed the journals had to be created in Sage and manipulated to meet the requirements of Sun System. **This proved to be a major drain on resource.**



# PayEscape's Solution



The solution was for PayEscape to take over the process of running the payroll using our client services team and cloud-based software, Unity.

Firstly, PayEscape set about creating an “interface” with Time Point which meant there would be no need for manual intervention or data entry when processing the payroll. This not only vastly reduced administration time but also increased the accuracy of data going into Unity.

As part of the implementation process and delivering the “interface” with Time Point, PayEscape ensured all standard pay rates, whether they were hourly, salaried, MMP, SSP were created in Unity to ensure the automated calculation of pay once the data had reached Unity.

Roe Park would use the “five click process” process’ to submit their payroll and PayEscape would then take over calculating all tax, NI, SSP holiday pay and auto enrolment contributions plus deal with any tax code updates.

As part of the auto enrolment process, PayEscape took the burden away from Roe Park and uploaded employee payment information directly to the pension provider as well monitoring employee eligibility, informing each employee of their eligibility status managing the entire process whether they were to be enrolled or not.





# Beyond Payroll

## RTI requirements and HMRC

Upon completion of payroll, Payescape manage the RTI requirements as well as dealing with HMRC on behalf of Roe Park. In addition, PayEscape provide monthly journals in a format that can simply be uploaded directly into the Sun Systems finance system.

## Employee Self Service (EES)

Each employee was given access to their own secure cloud based portal, Employee Self Service (ESS) and here they can access their payslips, P60's or P45's online. In addition, and to save further double entry of information each employee was given the ability to change their address and bank details within ESS which meant the finance department saved even more time and onus was placed back on the employee to ensure the information provided was correct.

This process ensures a complete and robust audit trail was created for each individual employee of all documents relating to their employment within Unity's HR function. This meant that within three clicks a line manager could access relevant employee documentation.

## Outcomes

✓ Roe Park reduced their payroll processing time by over 50%

✓ Roe Park saved money each month by no longer having to print payslips

✓ Roe Park now has a single location to store employee documents, reducing time spent managing this information

✓ Roe Park did not suffer from additional administration burden of managing auto enrolment

✓ Roe Park no longer had to manually manipulate data to fit within multiple systems

✓ Roe Park could off load responsibility for filing of weekly RTI and annual reporting

✓ Roe Park's finance team became more efficient and did not have to recruit an additional member of staff to cope with management of auto enrolment or have to worry about staff holidays or sickness to manage payroll