

Liberata

ABOUT LIBERATA

Liberata is a business process innovation company with 40 years' experience in supporting central and local government to reinvent, automate and run complex services.

Delivering over 200 payrolls and 1.1 million payslips every year, Liberata are one of the largest payroll providers in the UK to both public and private sector clients. Their 85-strong payroll team, certified by the Chartered Institute of Payroll Professionals, deliver payrolls to small clients as well as ones with over 35,000 people per month.

OVERVIEW

With ambitious plans to double the private client sector of the business in the next financial year, Liberata realised they needed a solution to scale their payroll bureau.

Using Payflow to plan, organise, monitor and control the payroll service provision has enabled Liberata to increase efficiency and opened up key management information to the senior team.

"Our key to success is in keeping our customers at the centre of everything we do; valuing simplicity and keeping the promises we make."

Liberata's Vision & Values.

BACKGROUND

One of the main issues the Liberata teams were facing was a lack of management information in relation to when data was being received, accuracy of the data being processed and most importantly the timeliness of payments.

Without sight of what tasks had been done and which were outstanding, the team leaders found it difficult to put payrolls back on track when issues occurred, such as a last minute absence. This meant that individuals were pulling heroic efforts regularly to ensure the pay date was achieved for clients.

It was not always factors within the team's control that added pressure to service deadlines. Clients who delivered their data late had a knock-on effect to the service too. Without the information to detail and evidence these late events, conversations with the clients about improvements were difficult so opportunities to enhance the service were missed.

SOLUTION

"I was really impressed with the Payflow representatives' enthusiasm, systems knowledge, subject matter expertise and values. The product sold itself."

Paul Davies Client Director,
Central Government

Liberata operate their payroll bureau on a multitude of Payroll systems, depending on the need of each client. They chose to partner with Payflow because none of the other products on the market could work across all of them, but were tied to a single payroll system.

The implementation was done with a phased approach, rolling out to initial trial users and then the wider payroll team. This combatted the initial nervousness from internal teams about having a new solution to use – especially one that allowed senior management to see more.

Payflow's implementation consultant, Gillian, went onsite to analyse Liberata's current payroll processes and, with Liberata's project lead, identified numerous improvements. The most important of these was the removal of the spreadsheet-based, monthly payroll calendar which was heavily relied upon. Payflow highlighted significant flaws in the old manual approach and gave Liberata the opportunity to streamline their provision across their clients.

"What was good was how Gillian spent time understanding Liberata's payroll processes in order to deliver the best solution for us."

"Getting up and running was quite easy, what is always more difficult is getting the buy-in from people, but we overcame this with a healthy competition between teams."

Rob Evans, Implementation Change Manager

RESULTS

Liberata's focus is on commitments to contracted performance and Payflow has enabled them to significantly improve their service levels.

Giving managers the visibility of progress and risks to delivery dates empowered them to get things back on track in time to make a difference. This has enabled Liberata to reduce, by 50%, the number of client payrolls that were not processed in accordance with the agreed schedule.

By having the data to identify where issues were arising and how they were impacting the delivery meant that Liberata could actively manage clients to help improve. Payflow automated the notifications to clients whose data was becoming late and enabled Liberata to evidence where the team have gone above and beyond to meet payroll dates.

Feedback from the team on the ground is that they see the benefit and healthy conversations are happening when things have the potential of being late.

"The team needed an easy to use but comprehensive tool for managing the workload. Payflow fitted the bill - it is easy to use, presented in a logical way and gives me and my team leaders an early warning system of when backlogs/issues maybe occurring."

Michelle Cahill, Service Delivery Manager

CONCLUSION

Liberata have streamlined their payroll service provision and have accurate information to plan their future growth, without the need for extra heads.

The partnership of Liberata and Payflow has not only improved Liberata's payroll service but has actively influenced the future development of the Payflow product.

Payflow is a payroll specific solution for a common business problem around service delivery, scheduling tasks with recurring dates and people as resources. Liberata are currently looking to utilise the extended product functionality for some of their other outsource services such as Finance and HR.