



A Case Study

frenchduncan.

“In my opinion Star Payroll Professional is a winner.”

STAR
The Professionals' Choice

Payroll Professional

French Duncan

BACKGROUND

Location: Throughout Scotland.

Number of offices: Eight.

Profile: One of the largest independent accountants in Scotland, providing payroll services to over 500 clients.

Star User since: 1996.

TESTIMONIAL

Level of overall satisfaction: We are very satisfied with the product.

Satisfaction with Customer Service: Superb – efficient, helpful, friendly – nothing is too much trouble.

Does Star Payroll Professional perform as promised: Without question.

Have you recommended Star to others: At every opportunity.

WHY DID YOU CHOOSE STAR?

We wanted a payroll system that was a true bureau product. We wanted a payroll system that was market tested and had a history, was reliable, easy to use and capable of expanding with us; Star Payroll Professional met all those criteria.

WHAT ARE THE MAIN BENEFITS YOU HAVE REALISED FROM USING STAR PAYROLL PROFESSIONAL?

- Expansion of our bureau service to clients.
- A single network across all our offices means that we can prepare payroll from any of our offices in another office location – cover for sudden illness is not a problem.
- Continuity of service to the client and the ability to take on board ever changing technological advances.
- The way updates are deployed in Payroll Professional gives us peace of mind on legislative changes.

SUMMARY

Time saving: BACS, ePayslips and laser payslips help to make life a lot easier.

Cost savings: Immediate cover for staff absence and holidays without the need for temps means peace of mind and delivers a seamless service.

Implementation time: I cannot remember but as any bad experiences of moving or upgrading your computer system are usually ingrained in the memory that comment speaks for itself!