



A Case Study



“The improvement since changing from Sage to Star has been substantial. It is easier to use and there is greater functionality. The quality of output is better and quicker. Access to information onscreen or by report is good. Support has been excellent & quick (but used far less), which is vital as payroll is a time critical service. There is less related manual work involved, resulting in greater efficiency. Overall, we are able to provide better service in less time and with fewer problems.”

STAR

The Professionals' Choice

Payroll Professional

Hazlems Fenton Chartered Accountants

BACKGROUND

Location: The West End of London.

Number of offices: One.

Profile: Eight partner firm who provide bureau payroll services to over 500 clients.

Star User since: 2001 (For Payroll Professional).

TESTIMONIAL

Level of overall satisfaction: 100% satisfied.

Satisfaction with Customer Service: 100% satisfied.

Does Star Payroll Professional perform as promised: Yes.

Have you recommended Star to others: Yes.

WHY DID YOU CHOOSE STAR?

Our previous supplier was taken over by Sage, the product discontinued and its users transferred to Sage Payroll. The Sage product was inadequate for us as a bureau system. Processing took significantly longer, inadequate built in controls resulted in processing errors and irrecoverable data corruptions occurred. After a review of the market and talking to other bureau providers, we chose Star.

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

- Specifically designed as a bureau system.
- Online help & telephone support are excellent.
- Easy access to prior periods and years.
- Flexible report generator, including easy export facility and selection of bank/BACS reports. Clients very impressed with emailed reports.
- Statutory forms now on laser printout or filed on-line. Speed and quality of printed output now excellent.
- Good net to gross facility.
- Being able to offer ePayslips.

SUMMARY

Time saving: Substantial time savings over both of the previous products.

Improved service: Better quality output & easy access to information for client queries.

Implementation time: Star has a quick & easy conversion routine from Sage that allows you to convert each client when you want to. This means that we could effect the changeover at a pace that suited us (including year to date figures).