

PAYROLL AS YOU GO - DELIGHTING CUSTOMERS WITH GREATER EFFICIENCY

How can a growing business speed up its processes, delight its clients and still stay competitive?

That was the problem facing Payroll As You Go as business boomed and their current payment processes started creaking at the seams.

By implementing Caxton, PAYG hoped to live up to their mission to provide all of their clients with a flexible and rapid service.

Read on to find out how they got on.

INEFFICIENCY LEADS TO FRUSTRATION

As they grew, PAYG realised that their payment processes were taking longer and requiring more manual input than ever before and that the increase in business had highlighted inefficiencies.

The firm discovered that its people were spending a huge amount of time with workarounds to cope with these inefficiencies which increased the frustration level in the business.

At the same time, their clients were also voicing their concerns and becoming frustrated by delays and long lead times for payments.

In common with many payroll firms, they knew that their clients would often struggle to meet deadlines or forget people altogether so PAYG needed a way to make fast ad hoc payments.

Like all businesses, PAYG needed to improve their systems but wanted to do it in a cost-efficient way so that they wouldn't have to pass increased fees on to their clients.

It was clear that something needed to be done and that is when PAYG turned to Caxton.

A FAST, EFFICIENT, INTEGRATED SOLUTION

What PAYG needed was a fast, integrated payment solution that wouldn't need hours of admin time.

Enter Caxton, a fully integrated payment platform that links directly to accounting and payroll software.

By removing the need for manual entry into online banking systems, Caxton reduces the time taken to input payments meaning that lead times can be reduced.

Direct integration also results in fewer errors and as any payroll professional will attest, tracking errors and putting them right is massively time-consuming.

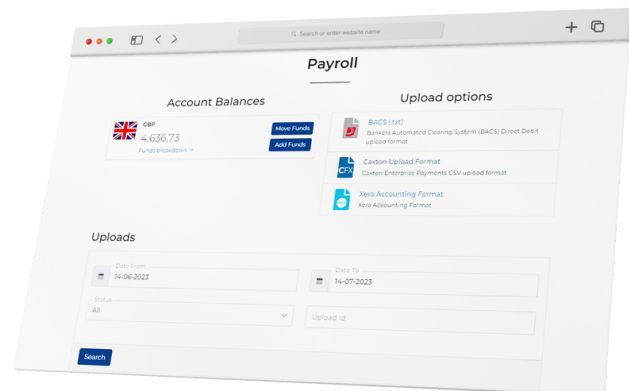


AT A GLANCE THEIR CHALLENGES

- Wasting time on workarounds to cope with inefficiencies
- Clients concerned about long lead times and delays

OUR SOLUTIONS

- Fully integrated payment platform removing the need for manual entry
- Lower the cost of payments, saving money every month



FASTER, EASIER, CHEAPER - THE CAXTON EFFECT

The first effect that PAYG noticed was the speed of processing. As soon as the payroll had been run and signed off the payment file could be sent at the click of a button.

Secondly, the firm had one less series of checks to run and they could rest easy knowing that the payment that was output by their payroll software would be the payment that hit the employee's bank account.

Clients were immediately impressed by the uptick in service levels with PAYG being able to reduce lead times for payroll production and offer ad hoc payments where people got missed.

Instead of waiting for their clients to send a remittance for the total payroll cost, Caxton was able to take payment directly from the client's bank account, removing one more task.

There was one further benefit that PAYG didn't expect and that was cost.

The fees to use Caxton actually ended up being lower than their normal online bank charge. As Freddie notes *"We're saving on payments too which was an unexpected bonus so we have a better system for a lower cost!"*

Implementation was completed very quickly with PAYG being pleased to find that as the platform is so intuitive there was little extra training needed.

Freddie was also pleasantly surprised by the backup on offer *"It's great I have a dedicated account manager I can call should I have any problems."* He said.

PAYG - DELIGHTING THEIR CUSTOMERS AND REDUCING COSTS

It is fair to say that PAYG has been very happy with its Caxton experience.

Implementing the platform has reduced the time taken to run payroll and improved the service they offer their clients.

The cherry on top of the cake is that all this has been delivered at a lower cost than the fees they used to pay to their bank to make payments.

Let's leave the last word with Freddie *"Caxton is so efficient that we now have more time to spend developing our business and the great thing is that we know we'll be able to handle many more payments easily."*

If you're ready to reduce inefficiencies and lower the cost of your payments, why not book a quick call?

BOOK A CALL



FREDDIE WELLS

PAYG's Payroll Manager

"Overall, the switch to Caxton's automated system has saved our business time, money, and has reduced the risk of errors when dealing with payments. Our clients are happy that there are no delays"

All of your business payments, expenses, and currency accounts in one place



Expense Management



International Payments



API Solutions



Payroll Payments



Supplier Payments



Embedded Payments