

Client numbers soar due to cost-effective outsourcing

IRIS. Look forward

the [buxton partnership](#)
CHARTERED ACCOUNTANTS

Customer Profile

The Buxton Partnership was stretched for staff time and resources and needed a solution to ease the burden from completing essential payroll, personal tax and accounts work.

Overview

The Buxton Partnership is a firm of accountants who take pride in giving businesses the time and effort they deserve. The practice acts for a broad range of business and personal clients, offering accountancy, business development and specialist tax services.

Solutions used

- > IRIS Resourcing
- > IRIS Accountancy Suite
- > IRIS Business Tax
- > IRIS Personal Tax



Challenge

Around eight years ago, The Buxton Partnership had to find the best way to get essential payroll work completed. It was becoming a strain on the capacity of the core team, so they decided to hire a new dedicated member of staff. Unfortunately, she left after six weeks.

Giving the work back to senior staff would have been bad for morale and wouldn't have solved their initial problem of efficiency. Geoff Glover, Tax Partner at The Buxton Partnership, says: *"We didn't want to put it back on the main team, having taken it away. It was not the most productive use of their time."*



Approach

So the decision was made to try something different and add resources to the practice by using IRIS Resourcing. Happy with an initial trial, they began outsourcing all payroll in April 2013 and haven't looked back since.

Geoff, who has been an IRIS customer since the early 2000s, says: *"It made sense all around to outsource. We've always gone with the best, the most user friendly – we're big IRIS fans."*

Initially, the IRIS Resourcing team did the work using the firm's existing Sage payroll software but then migrated to IRIS Payroll Professional in 2014. So, what convinced the firm that they had made the right choice to outsource and then continue using it since?

"It was much easier than we envisaged it would be," says Geoff. "You always worry about the response times and if the payroll will be done on time, but we had no problems. We canvassed the frontline staff for opinions, and they loved it."



Solutions

Geoff says staff find it easy to use. They like the portal; which they use to upload documents and any tax code changes; which the IRIS team will then take care of - taking that burden away from staff. The fact IRIS Resourcing's staff are certified and qualified meant the firm has *"confidence in the quality"*.

"It was so easy to do because the team at IRIS were so helpful and we appreciate everything they do for us. It has helped slicken our payroll process," Geoff explains.

IRIS now processes around 120 payrolls a month for Buxton Accounting. And the firm not only outsources its payroll, in 2015 they began outsourcing some personal tax returns and shortly after some year-end accounts. This enables the firm to cope with peak demand periods during the year.

It has also enabled the firm to cover staff holidays, maternity cover and became vital for getting through the January tax busy season. *"The tax return outsourcing has become a huge help,"* Geoff explained. *"We wouldn't have coped in the January tax season without IRIS. For Personal Tax, without question, I would go as far to say it's critical. It has helped us to be far more productive in that busy period."*



Results

"Ultimately IRIS Resourcing, has enabled us to bring on more customers, it's been fundamental to where we have got to as a business because we know we can take the extra work on. We wouldn't have been able to grow to where we are in such a fashion without utilising IRIS Resourcing. From our point of view, as a small practice, it's been critical to our growth and we would certainly advocate it."

Geoff says value for money is key: *"It's not the cheapest service, but it's cost effective. You have to look past the headline price. The service levels are great, and we would worry about the quality going somewhere else."*

He adds: *"One of the key benefits we've had is the confidence to go out and bring in new payroll clients, knowing that the additional work will not put a strain on our staff because the work will go to IRIS. It's giving us massive flexibility and room to grow which is one of the key benefits. From a strategic business point of view, this has been massive."*

Having an established outsourcing partner has helped the firm adapt and overcome traditional challenges any accountancy practice may face. But when faced with the coronavirus outbreak and its repercussions, has IRIS Resourcing given the Buxton Partnership peace of mind that it can continue business during a crisis?

Geoff says: *"Yes it has. Had we been a practice who did everything in-house, to suddenly deal with these problems caused by COVID-19, and the increased workload through the furlough and self-employed income support scheme, it would have been a big worry. But outsourcing with IRIS has become a fundamental part of our business."*