

Multinational business eliminates the burden of payroll administration by outsourcing

IRIS. Look forward



Customer Profile

With offices in the UK, Europe, Africa, Australia, USA, and Chile, Poupart operates in the produce and new fruit development sector, supplying a broad spectrum of fresh fruit to High Street and wholesale market customers throughout the world.

Incorporated in 1895, Poupart is dedicated to supplying the worlds best fruit with 830 employees operating across all the above regions.

Overview

Following changes in the business and the introduction of increasingly complex payroll legislation, Robin Dawson, Finance Director, wanted to outsource Poupart's payroll to free up resources and ensure compliance almost twenty years ago.

Challenge

Poupart's in-house payroll manager was approaching retirement, which meant they had to weigh the benefits between finding a replacement or outsourcing.

Robin explains: *"The whole point of business is to focus on your key activities, what you do well and what you want to spend your time doing."*

He adds: *"Essentially when something becomes increasingly specialist such as payroll processing, outsourcing can often be the best solution for a business."*

Another challenge Robin faced regarding payroll was the burden it placed on the IT department: *"It was very time-consuming for IT as they had to manage the software updates, make sure it was secure, store the records and ensure printers were working. Frankly, IT had much more important tasks to deal with than maintaining payroll."*





Approach

Outsourcing to a professional body became a very simple and strategic decision, leaving only one question: which provider should Poupart choose?

"We deduced what we needed from an outsourcing provider and began searching. Once I found IRIS, I visited the Stockton-on-Tees office as I wanted to ensure the chemistry between our businesses was right," Robin explains.

"When looking at other services, I felt that I could be yet another sale and immediately be handed over to someone else I've never met. But the advantage of IRIS was that I had the same point of contact during the sales cycle, implementation, and beyond."

Ensuring this strong working partnership

was a key criteria for Poupart.

"I was most interested in finding out who was going to be running my payroll so we could build a relationship and I haven't been let down since," Robin says.

"Ultimately, responsibility for payroll still remains with the company, so it is important that you have confidence that the payments are correctly calculated and administered."



Solutions

Robin explains: *"I no longer have any concerns regarding payroll, employees are paid correctly, and nothing has ever been delayed."*

Since outsourcing to IRIS in 2004, one of the most important factors for Robin regarding the solution has been that the service continues to retain its gold accreditation from HMRC.

Another part of the IRIS Fully Managed Payroll service that has proved invaluable to Poupart is the incredibly strong account continuity and the relationship that has been built.

"The response is always very good and there is confidence between myself and IRIS in terms of knowing the rules, processes and the flow of information."



Results

One of the primary results Robin has benefited from is the peace of mind that his payroll will always be correct. He says: *"I don't have to worry about it, it's always quick and efficient."*

One example Robin identified was when Automatic Enrolment legislation was introduced: *"IRIS Fully Managed Payroll ensured that we didn't have to worry about any of the calculations, everything was implemented correctly and compliantly."*

He also picked out the continuous support IRIS Fully Managed Payroll has provided during the COVID-19 pandemic, saying: *"All businesses have had to work differently and IRIS is no exception. However, the service delivered has continued to be excellent despite extreme lockdown measures in April and Payroll Year End."*

Robin adds: *"This is a reflection of IRIS and their dedicated employees, working outside their normal hours to ensure a continuous service."*

Ultimately, the aspirations Robin had to remove the burden of payroll administration, while ensuring a top-class service, were met thanks to IRIS Fully Managed Payroll.