



# ESOS Bureau transforms payroll delivery with Staffology by IRIS



Customer Story



Based in Warwickshire, ESOS Bureau is a payroll outsourcing provider that is part of the Pertemps Network Group. With over 250 years of combined payroll expertise, the team delivers fully managed, cost-effective payroll services and processes around 15,000 payslips each month. Faced with legacy systems that were struggling to meet modern demands, the team sought a more agile, integrated payroll solution to drive efficiency, reduce risk, and improve service quality. After a thorough procurement process, Staffology Payroll emerged as the clear winner, delivering a smooth migration, a more intuitive user experience, and a true partnership approach that's helped the business move forward with confidence.

## Highlights

- 17 payrolls successfully migrated in under 13 weeks
- Simplified setup reduces task times from 30 minutes to 5 minutes
- Staffology is described as a **true partner**







## Replacing legacy systems with a future-fit payroll platform

Matthew Gillett, Head of Bureau Services at ESOS, brings extensive experience across the payroll sector, having led previous implementations at organisations including The Prince's Trust. When he rejoined ESOS Bureau, he found that their existing payroll system was no longer fit for purpose. ***"We were lacking functionality. Once we served notice, we knew we had an opportunity – not just to replace it, but to find a platform that could truly support where we wanted to go as a business,"*** says Matt.

The team evaluated multiple vendors through a structured process, sending RFIs and scoring each on functionality, usability, support, and fit. Staffology came out on top – and by some distance. ***"We looked at a number of solutions but Staffology was the best fit. It's easy to use, does payroll and benefits in one system, and the support has been fantastic. I'm used to software salespeople promising a "Rolls Royce" system, only to find shortcomings during the demo, but that wasn't the case with Staffology."***





## Smooth migration, smart delivery

The migration from legacy systems is often a stumbling block for payroll teams. But for ESOS, moving 17 complex and unique payrolls onto Staffology was completed in just 12.5 weeks, with time to spare. *“Every payroll had its own quirks, so I expected a bumpy ride. But honestly, this was the smoothest go-live I’ve ever experienced. We were ready with two weeks in hand,”* shares Matt.

The implementation team at Staffology was central to this success. Matt credits IRIS team members for their proactive communication and deep knowledge. *“They never left an email unanswered. Even if they couldn’t respond right away, they always acknowledged it and followed up.”*







## Simpler, faster, and more resilient operations

The shift to Staffology has significantly improved operational efficiency across the Bureau. Everyday tasks are now much faster. For example, setting up a benefit in Staffology takes just five minutes, compared to 30 minutes in another system used elsewhere in the group.

***“Staffology just works. Everyone in the Bureau agrees – it’s been a massive step up,”*** says Matt.

The goal now is to standardise systems across the Pertemps Group, consolidating three different payroll platforms into a single, unified solution to improve resilience and cross-team collaboration.





## Partnering for the long term

For Matt, the partnership with IRIS goes beyond product delivery. Staffology's team has demonstrated a consistent willingness to listen to customer feedback, implement suggestions, and work collaboratively with clients. ***"The Ideas Portal is great, we've raised several suggestions, and many have been adopted. It demonstrates that IRIS value customer feedback. They don't just pay lip service – they actually act on it and develop the features that customers request."***

He describes Staffology as "a true partner". ***"I've done several system implementations, and this was by far the best. From demo to support, it's been enjoyable, and I've never once regretted the move."***







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## Choosing Staffology: Confidence built on delivery

If asked whether he'd recommend Staffology to another payroll team, Matt is clear: ***"It's the best decision you can make. The system's intuitive, the support's responsive, and the savings compared to legacy systems are significant. You don't often say a payroll migration was enjoyable but this one genuinely was."***

To find out more about  
Staffology Bureau, visit:  
[www.iris.co.uk/products/staffology-bureau](http://www.iris.co.uk/products/staffology-bureau)



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