

Trace Payroll Services

A partner not just a provider

Tysers

Tysers is an independent international insurance broker. It helps its clients manage risk and handles around \$700 million dollars of annual premiums. Tysers had been using Trace's Managed Payroll Service for several years and had been delighted with the results, but had historically operated a separate HR system to its outsourced payroll system. In 2010 the company started looking for a way to combine the two.

As Mark James, HR Director explains,

"We needed speed, simplicity and accuracy from a single integrated service where the information was always right, always consistent and always to hand."

Tailored to Tysers

As part of his evaluation of options Mark met with a number of providers including Trace, but ultimately came back to Trace's Easipay Plus HR system, a powerful, web-based solution which fully integrates payroll with HR.

"Trace showed me how they could incorporate HR and employee self service modules into our existing payroll system. It was immediately apparent that the ease of use made it perfect for our purposes. It was simple, straightforward and online - so my IT team didn't need to get involved."

Although impressed, Mark wanted to change Tysers' appraisal system and he needed to be sure Easipay Plus HR had the flexibility to cope.

"Our appraisal system needed to be simple and it wasn't. I developed a new, stripped down process that would make completing appraisals easier and less of a burden on our people. Then I sat down with Trace to see whether they would be able to integrate my system into theirs. I found that Trace's people are stars. They made our new appraisal system a part of their service, in its entirety. Every little development drama was handled without fuss, and implementation of the additional modules into our payroll really was seamless. With Trace's help we've been able to create an appraisal process that people actually like because it's so quick and simple."

Powerful simplicity

It's not only the new appraisal process that has appealed. Trace's payroll services have continued to help Tysers' concentrate on its core business, whilst the employee self-service element has proved ideal for the way Tysers works.

"We needed something easy to navigate; a system that was forgiving, intuitive and quick," says Mark James. *"That's what Trace delivered. This system does everything we need. We have a lot of travellers in our business. We need them focussed on their work, not struggling with an unfriendly self-service system. Easipay Plus HR lets them log in online wherever they are in the world and do what they need swiftly and efficiently."*

A growing partnership

Trace takes pride in the relationships it builds with its customers. It sees itself as a partner rather than merely a service provider. For Mark, what began as managed payroll has grown and evolved into something much broader:

"It's a complete service now – and one that continues to develop. Trace's people have, for example, taken all our HR reports and rewritten them in line with our designs. They're now live and accessible on the system in exactly the format we want."

It was this combination of tailored service, simplicity of use and partnership that led Tysers to agree a new 3 year contract with Trace to supply its managed payroll service delivered using its integrated payroll/HR system, and Mark remains confident that it was the right decision for Tysers:

"If you want a managed payroll service with integrated HR, that's simple and that really works, talk to Trace."

CASE STUDY



Customer:
Tysers

"With Trace's help we've been able to create an appraisal process that people actually like because it's so quick and simple."

"If you want a managed payroll service with integrated HR, that's simple and that really works, talk to Trace."

Mark James,
HR Director.



Trace

Payroll Services
224-232 St John St.
London EC1V 4QR
Tel: 0845 873 5619
www.tracepayroll.com