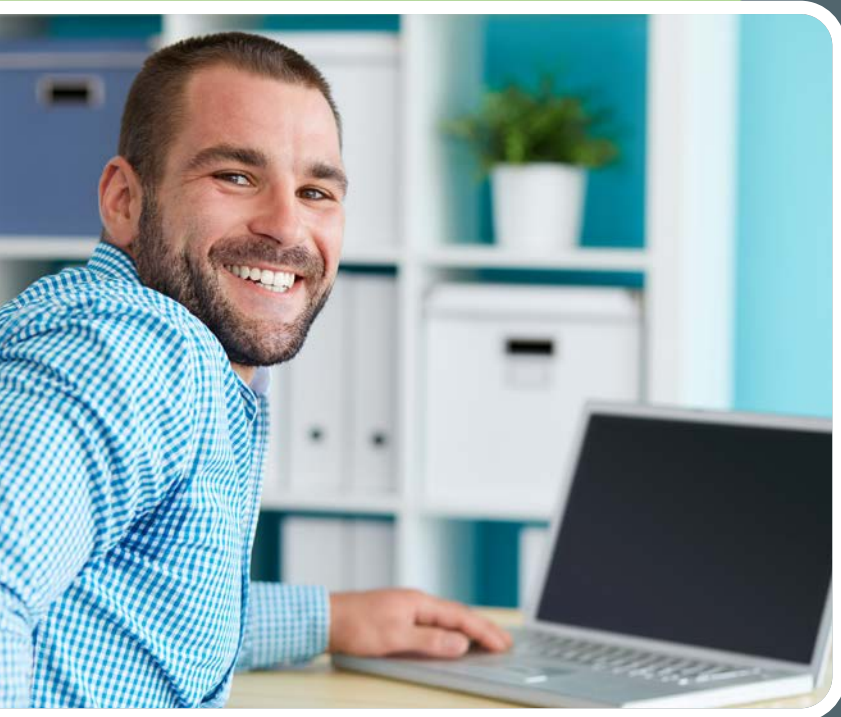




Payroll Services **BROCHURE**

| Your HR, Payroll & Finance
Digital Transformation Experts



About Phase 3

Phase 3 specialise in providing comprehensive solutions in digital transformation across HR, Payroll and Finance. Our team are independent and offer impartial and strategic advice to organisations navigating the complex landscape of modern business challenges.

Our team of experts includes professionals who possess a profound understanding of the intricacies within HR, payroll and finance domains. We go beyond traditional consultancy, serving as trusted advisors, guiding our clients towards innovative solutions that drive efficiency, growth and sustainability.

We recognise that the digital era demands agility and adaptability. As your dedicated digital transformation partners, we work closely with you to harness the power of technology, streamline operations and propel your business towards unprecedented success.

Whether you are seeking to optimise your processes or systems, streamline payroll operations, or embark on a transformative journey towards digital excellence, Phase 3 is committed to being your steadfast partner every step of the way.



HM Government
G-Cloud 13
Supplier



Payroll Services Tailored to You

Payroll is often one of the largest costs to any organisation, and the highest risk for compliance and financial burden. That's why our payroll services are led by experienced consultants – not just administrators. We don't just manage the standard process; we also take care of those tricky extras that often cause the biggest headaches.

We offer a flexible approach to suit your needs. Whether you need support with specific tasks like month-end processing or want to fully outsource your payroll operations, we can help. You stay in control, choosing how much or how little support you require.

Our team is made up of CIPP-accredited, award-winning professionals who have real-world payroll experience. Their knowledge spans the full end-to-end process, so you can rely on us to deliver with accuracy, efficiency and confidence.

We help organisations reduce their payroll operating costs by up to 30%, while still providing a high-quality, accurate service. Join the growing number of clients who trust us to manage more than half a billion pounds in payroll payments every year.



Our payroll options

We pride ourselves on our agility, creating tailor-made packages based on the level of support you need. This usually falls into one of four broad options:

Business Continuity Payroll

Get peace of mind, and know that a payroll expert, who is familiar with your system and processes, can step in and assist whenever you need them to. This service complements your in-house payroll team by providing expert advice, additional support for projects such as audits, or cover for an unexpected absence. Monthly calls ensure we are up to date on all your processes so that if we're required, we'll be ready.

Bite-sized payroll

Designed for a payroll team that wants ongoing support, without a managed service contract, bite-sized payroll enables you to purchase a quota of hours to use when and how you need them. Rather than set monthly hours, your total can be used flexibly to complement the needs of your in-house team and your project schedule.

Part-managed payroll

This service allows you to retain as many of the payroll functions and responsibilities as you please, while we cover the rest. When working out the details of your agreement, we'll look at the service definitions and map the process, to ensure robust co-operation between Phase 3 and your in-house team.

Fully managed payroll

Sit back and relax while our team manages your payroll from start to finish. Your only responsibilities will be delivering data and approving payroll. With this option, we become an extension of your team, working closely with you to deliver an accurate and efficient payroll process every month.



Business Continuity Payroll

Give yourself peace of mind with Business Continuity Payroll. Payroll is one of the most critical functions in your business, but disruptions can happen. Emergencies are unavoidable, whether it's an unexpected illness or a key staff member needing bereavement leave.

When you find yourself with a sudden shortage of resources in your payroll team or face an unusually busy period, you want someone there who can step in. This needs to be someone with both the technical skills to get the job done and the understanding of your business to hit the ground running. This is what the Business Continuity Payroll service is designed to support.

We'll assign a dedicated expert to your business, who will be there when you need it. Through monthly meetings, we'll ensure that our consultants are up-to-date with your payroll processes, so we'll always be ready to step in and provide any support needed.

Key benefits:

- A dedicated consultant trained on your system and processes
- Full Payroll support is available within 24 hours
- Ensured audit compliance and peace of mind

Cost:

- Consultancy fee to implement the service
- Retainer fee to ensure availability
- Monthly meeting to ensure continuity
- Hourly rate when the service is activated

Bite-sized Payroll Consultancy

Sometimes you just need that extra bit of help, that's where Bite-sized consultancy comes in. When you don't want to bring in a full-time in-house specialist, for the occasional insights they could provide, but you also don't have quite the right skill set in-house, Bite-sized consultancy offers another way.

You can decide on the number of consultancy days you want, and then spend them as and when you need. This takes the pressure off your in-house team, giving them access to experts who can provide advice, guidance and solutions for any issues that arise.

This service lets you have your cake and eat it too, as you'll get all the benefits of a knowledgeable and experienced team, but the flexibility of purchasing only the number of hours you'll need. Making this an affordable and adaptable solution, perfect for anyone looking for that extra bit of assistance or planning future improvements.

Key benefits:

- Guaranteed availability and response times
- High calibre, independent advice from a team you know
- Affordability and cost control with a transparent pricing structure

Cost:

- A purchased set of hours per month
- Fixed hourly consultation rate
- Top up as required

Fully Managed Payroll

Remove payroll stress from your life entirely, with our Managed Payroll service. Payroll is a vital but often complicated part of any business, where attention to accuracy and compliance are essential, and mistakes can be disastrous. By outsourcing your payroll to a team of highly experienced experts, you can minimise risk, avoid dangerous errors, and know that this crucial function is in safe hands.

When we manage your payroll, we partner with you and become your payroll department. So, it's important to us that we get to know the ins and outs of your business, so that we can tailor this service to best suit your needs.

Our managed payroll service includes:

- Expert payroll management with proactive advice and intervention
- Best practice payroll processing with gross-to-net calculations, and auto-enrolment assessments
- A full review of statutory payments and deductions, payroll reconciliation, and a review of report generation accuracy
- Tax Year End processing and secure distribution of payroll correspondence
- Quarterly review meetings, secure off-site documentation storage and full legislative compliance
- Monthly reports on payroll transactions and KPIs
- Year-end pension processing and monthly pension reporting when relevant schemes apply, such as those for teachers, Local Governments, and the NHS
- Reconciliation of pensions, voluntary deductions, and interfaces (e.g., temporary inputs)
- Quality assurance documentation for each pay period, which will cover key exceptions, risks, and recommendations
- Submission of all necessary returns including RTI, pensions and third-party remittances
- Processing overpayments, underpayments, voluntary pension contributions, and absence returns
- Managing overpayment and recovery, alongside regular business updates
- Processing new starters, leavers, contract changes, temporary inputs, and bulk salary changes
- Management of third-party requests, tax code/NIC changes, and statutory deductions (e.g., student loans, court orders)
- Full testing and quality assurance for system upgrades, and audit compliance
- Support for business projects (e.g., restructures), training documentation for managers, and absence administration

Optional services:

- Access to our helpline for all users, with a response within two hours (during normal working hours) and an overall resolution within two working days
- Remote support offered to core users
- Payday queries by telephone or email, including customer-based recommendations (for example, advising customers if they are entitled to advanced payments)
- Pro-active support (e.g. contacting staff who have been overpaid)
- Customised performance reports issued monthly
- Targeted customer support based on call log evidence and our recommendations based on the helpline



Partially Managed Payroll

If you don't need a fully managed payroll service but would like assistance taking care of some of your payroll functions, then a partially managed payroll service is ideal.

Pick and choose from the services included within our fully managed payroll service, to create the bespoke package that fits best with your team's requirement. We'll fill in the gaps and take on the tasks that you want to outsource, taking the pressure off your in-house team, and adding in extra resource where it's needed most.

Our commitment to you

Phase 3 have 20 years of experience working with public and private sector companies, offering managed services and software consulting to a wide variety of companies.

We currently have around 30 payroll team members in our payroll team, with all members either CIPP qualifications or on the path to certification. Trained on a variety of systems, they have more than 600 combined years of payroll experience. We have an office in Manchester and our entire team is UK based, meaning your queries won't ever be sent off-shore.

We've been supporting businesses like yours for some time now, serving over 700 UK businesses with an esteemed roster of clients who love our work.



Royal Albert Hall

Phase 3 have a structured governance model which will be agreed on during implementation, and you will always have an open line to your named payroll team. You will also have a dedicated Customer Success Manager, who is on hand at all times and who will hold a quarterly review to ensure you remain happy with our service levels and identify any areas for improvement.

Don't just take our word for it

"Since our company inception we have exported 66,488 timesheets over 134 weekly pay runs. We have never had a temp who has accidentally not been paid by Phase 3.

Overall, we have been happy with the support we receive from Phase 3 and the speed at which queries are resolved – especially considering we manage around 10,000 placements for students and graduates per year which can amount to hundreds of pay queries for Phase 3 to answer.

I would encourage other SMEs to work with Phase 3 and would recommend their services."

- Sam Taylor, Associate Director, University of the Arts London





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Phase 3

