

# Services for the entire employee journey

BDO people and payroll solutions



# People and payroll

## A changing landscape

The role of the people and payroll function is advancing; becoming more integrated with the business, offering greater analytics and insights, and supporting strategic and operational business decisions across payroll, human resources and finance.

The importance of solid payroll data, the methods used to share information and its application in shaping business policy is also coming into sharper focus, with mandated ESG reporting and disclosure requirements on the rise.

As the value of the function develops, so does the approach to managing and supporting the function against a changing and increasingly complex landscape. Our people and payroll advisory, project management and delivery teams can support and guide you through this, working with you to develop payroll and people solutions that address the specific challenges that you are facing and respond to your unique business needs.



### Data quality and transparency

Operating disparate people and payroll systems and processes often leads to poor data quality and a lack of consistency, control and transparency — as a result, leveraging data to produce accurate and meaningful business insight becomes a difficult task.



### Risk and governance

There is risk inherent in every stage of the employee journey, and time spent on corrective action and retrospective adjustments is costly and inefficient. Embedding a risk-first approach to people and payroll is a rewarding but challenging process.



### Responding to legislative change

The pace of legislative change is rapid, and it can be challenging for in-house teams to stay on top of developments and implement change when needed, in addition to running the wider function.



### Recruiting and retaining talent

In a competitive market, attracting and retaining new talent can be difficult and time-consuming on internal resource; as can setting a people and culture strategy that sets our teams up for success.



### Implementing and embedding change

Technology, infrastructure and cultural change can be difficult to implement and embed. For the people and payroll function, change impacts stakeholders at every level of the organisation, and businesses may find themselves to 'putting up' with what they have as a way of circumventing challenge.



# A comprehensive people and payroll environment

As a full-service accounting and advisory firm, we can help you transform your people and payroll function. We can support you with reviewing your existing function; finding, assessing and selecting a new solution; and implementing and delivering payroll and HR systems and processes that address the needs of your business and empower your people to succeed.

We pride ourselves on a personal approach focused on your business needs and bringing real, practical solutions. As an integrated part of BDO, we make the expertise of one of the world's leading firms of accountants accessible to companies of all sizes.

## The BDO people and payroll service environment

### Services for the entire employee journey

Payroll	Payroll advisory	Pensions and benefits	HR systems	Employment law and HR advisory	People advisory and transformation	Advisory services
<ul style="list-style-type: none"> <li>▶ Weekly/ monthly national and global payroll</li> <li>▶ Employee payroll portal</li> <li>▶ Custom analytics and reporting</li> <li>▶ Full compliance and reporting services</li> <li>▶ Technology-led service delivery (RPA and AI)</li> <li>▶ Gender pay gap reporting.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Process review</li> <li>▶ Process mapping</li> <li>▶ Payroll system reviews</li> <li>▶ Pension process reviews</li> <li>▶ Payroll contingency and risk reviews</li> <li>▶ Payroll audit and reconciliation</li> <li>▶ Prior year issue resolution and corrections.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Workplace pensions</li> <li>▶ Occupational pension scheme administration and consultancy</li> <li>▶ Health and protection employee benefits</li> <li>▶ Flexible benefit consultancy</li> <li>▶ Benefits communication portal.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Full HR platform</li> <li>▶ Recruitment</li> <li>▶ Onboarding of staff</li> <li>▶ Workforce management</li> <li>▶ Rostering</li> <li>▶ Time and attendance</li> <li>▶ Expenses</li> <li>▶ Employee self service</li> <li>▶ Build to gross payroll.</li> </ul>	<ul style="list-style-type: none"> <li>▶ HR Strategy</li> <li>▶ Organisational design</li> <li>▶ Workforce planning</li> <li>▶ Talent acquisition</li> <li>▶ Project management</li> <li>▶ Change management</li> <li>▶ Process design</li> <li>▶ System selection</li> <li>▶ Controls assurance.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Project management office (PMO)</li> <li>▶ People advisory services</li> <li>▶ Change management</li> <li>▶ Talent management</li> <li>▶ HR and payroll system selection</li> <li>▶ Process management</li> <li>▶ System health checks</li> <li>▶ Controls assurance.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Global Payroll</li> <li>▶ Global mobility and expatriate support</li> <li>▶ P11D and PSA support</li> <li>▶ IR35 advice</li> <li>▶ Tax advice</li> <li>▶ Full range of accountancy services</li> <li>▶ National Minimum Wage reviews</li> <li>▶ CJRS reviews</li> <li>▶ Employment tax consultancy.</li> </ul>



# People and payroll

## Emerging risks

Risk impacts the people and payroll function just as much as any other area of the business.

As the function evolves and responds to changing business needs and expectations, there are several key, emerging areas of risk that people and payroll professionals should be aware of.

### Contingency planning

Increased risk of cyber attacks on payroll software and associated tools.

- ▶ Insufficient payroll disaster recovery and contingency plans in place to accommodate
- ▶ Insufficient infrastructures to house/manage payroll software and tools
- ▶ Lack of supplier checks on systems utilised to deliver payroll services
- ▶ Lack of administration control on payroll systems utilised.

### Resource resilience

Climate change and resource scarcity/supply chain.

- ▶ Lack of alignment among ESG priorities, people practices and metrics
- ▶ No clear definition, ownership and methods of Social Capital management
- ▶ Limited leadership team alignment with changing environment and business models.

### Quality and control

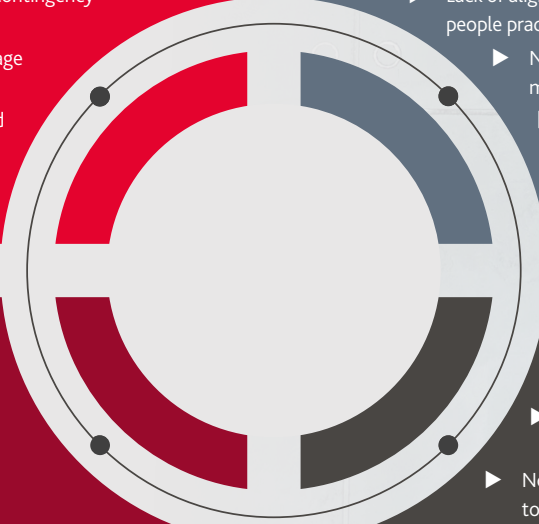
Payroll structure and efficient processes in place.

- ▶ Lack of clear documented processes and procedures in place
- ▶ Manual processes driving business, rather than technology
- ▶ Reliance on individuals rather than technology to ensure processes completed
- ▶ Lack of centralised systems/processes.

### Technology transformation

Transforming to improve efficiency, value or innovation.

- ▶ People and culture are not aligned with the innovation strategy
- ▶ Not enhancing psychological safety to support innovation
- ▶ No focus on reskilling and upskilling in technology skills and helping redefine career tracks.





# The BDO approach

BDO LLP is one of the UK's largest accountancy and business advisory firms providing services to ambitious businesses within the UK and worldwide.

## The benefits of partnering with BDO

- ▶ A comprehensive people and payroll service environment, covering the whole employee journey
- ▶ A dedicated and experience account management team, and a central point of co-ordination
- ▶ Robust review, selection and implementation processes, supported by our Project Management Office (PMO)
  - Formal governance and process controls, enabling project managers to deliver within time, budget and to quality
  - Management of project activities, risks and issues, interdependencies, and change control throughout the project.
- ▶ UK regulatory and tax compliance
- ▶ Access to an extensive team of experienced experts in all areas of the employee journey
- ▶ Personal and tailored solutions and services that meet with your ever-changing requirements
- ▶ Our cross-sector and extensive market expertise enables us to respond to our clients' unique needs.



BDO UK

**18** OFFICES  
**8,000** PEOPLE

**94%** OF OUR CLIENTS  
SAY IT'S EASY TO WORK WITH US<sup>1</sup>

**2022/2023 RESULTS:**  
REVENUES<sup>2</sup> UP 16% TO **£935m**

1. BDO Tax and Advisory Client Experience Survey - Spring 2023  
2. Gross Revenues for BDO LLP





# Case study

## Travelodge

Following a comprehensive implementation programme, Travelodge's 12,000 colleagues who work across 580 UK hotels and at Head Office in Thame, Oxfordshire – are now enjoying the benefits of BDO and elementsuite's people-first payroll, HR and workforce management solution – all via their mobile phones.

Travelodge is the UK's first budget hotel brand, operating over 580 hotels across the UK. The company employs 12,000 colleagues who mostly work remotely across the estate and at head office.



### Impact on the client

Our solution gives Travelodge's colleagues quick access to all the essential information they need such as their next shift, booking time off or viewing their payslips.

Travelodge now has one single source of truth to manage their entire employee journey.

One system that allows Travelodge to look after all their colleagues in one place – from colleagues working across multiple hotels to real-time dashboards to provide business insights for operations and central management.



We are thrilled to have gone live with elementsuite to the timeline agreed at the outset of the programme. This is a significant IT transformation programme for Travelodge, affecting every one of our 12,000 colleagues, and it would not have been possible without the hard work, flexibility, and collaborative approach of both the Travelodge and the elementsuite teams.

The combination of a mobile-first HR system, with best-of-breed advanced workforce management functionality, supported by BDO payroll services is a great choice for Travelodge. And we look forward to continuing our collaboration with the team at elementsuite as they evolve their product for the benefit of all.

**Hannah Thomson**  
Chief People Officer | Travelodge



## FOR MORE INFORMATION:

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