

The St John and Red Cross Defence Medical Welfare Service

We are an independent charity providing medical welfare to the armed forces, veterans, NHS staff, emergency services, The Merchant Navy and their immediate family when they are receiving treatment in hospital. Our practical and emotional support ensures that no one goes through the worry of illness or injury alone.

The Payroll Project

How did you previously run your payroll? Through our accountants.

Why did you look at alternatives? We felt it was expensive and we duplicated some of their work for us to get to the point of passing the correct information over to them, and to help us check their output.

Why did you choose Livepay? We spoke to 2 existing Livepay clients who were very happy with the service, it demo'd well (albeit looking a little old fashioned), and thought the overall package was cost effective.

How easy was it to transfer to Livepay? Very easy, 2 parallel runs was all that was needed to have a smooth transfer.

Did you have any problems transferring to Livepay? No

How easy is it to use the Livepay web portals? They are easy. To start with we were over inputting information alongside the period payments, this was politely pointed out by the team, which has now cut down our processing time.

What time savings have you experienced since changing to Livepay? Difficult to quantify this one.

Have you had any feedback from employees since the changeover? No

How would you rate the support from Livepay? The support has been great, no question too big or too small.

Finally, what if anything could Livepay have done better? I can't think of anything they could have done differently.

Contact us today and let us help your organisation keep payroll simple and the costs effective, there are no requirements for any internal payroll expertise, as we effectively become your employees' payroll department. We have over 40 years of experience in the industry, providing a quality of service that we believe is unparalleled in the industry.