



CLIENT CASE STUDY

SERVICE: Combination of weekly and monthly payrolls (including pension submissions, Covid claims and year end procedure).

WORKFORCE: Approx. 25

SECTOR: Retail

Overview

“ We use the DT Payroll service for both monthly and weekly payrolls. The service provided by Sarah and her team is reliable, accurate and timely.

Thanks to DT Payroll we have been able to transfer staff on to electronic communications which has saved both time and money. All data is transferred to us via a secure online portal which ensures that the data is secure and there are no data protection issues. Sarah is very forward thinking and is always striving to develop the service she provides to us. ”

What is Campbell's of Leyburn?

Campbell's of Leyburn is an award-winning, family-owned supermarket and world-class wine retailer that has been providing stress-free supermarket shopping to the people who live in, and visit, the Yorkshire Dales since 1868.

Campbell's is a visitor-attraction in its own right with a thriving Wine Club, an in-store events area, renowned traditional butchery and Deli among the features that attract visitors from far afield.

How/Why did you begin to work with us?

Having felt rather let down by my previous providers, I was determined to research the market thoroughly before

taking the decision to appoint a new one. Having then met the team, I was particularly impressed by knowledge and friendly yet professional attitudes.

How have we met your expectations?

By doing an excellent job in maintaining a seamless service despite times of change.

Have we helped with any particular challenges?

I took on an office administrator, Jo, who was a total beginner to both payroll processes and Sage when she joined my company. Jo was able to pick up the use of Sage and understand the payroll processes very quickly thanks to the knowledge and guidance of DT staff.

We had a number of issues with our pensions provider Now Pensions following Auto Enrolment. Sarah liaised with them on our behalf to ensure that they corrected information held on their systems.

How would you describe our approach?

Throughout all of my dealings with the office I have found the staff to be knowledgeable, professional and polite and they most certainly put an emphasis on providing first class customer service.

I would have absolutely no hesitation in recommending DT Payroll as providers of payroll services.

Call 01642 573374

E: hello@dtpayroll.co.uk

W: www.dtpayroll.co.uk

Swan House, Westpoint Road, Teesdale Business Park, Stockton-on-Tees TS17 6BP

