

bet365

CUSTOMER PROFILE

Bet365 are one of the world's leading online gambling groups, with approximately 23 million customers around the world. They are also the largest private employer in the city of Stoke-on-Trent, with roughly 3,500 employees on their payroll.

BUSINESS CHALLENGE

Running every element of a complex payroll for over 3,500 employees.

SOLUTION USED

IRIS Earnie IQ

"We use Earnie IQ Timesheet Module, along with the P11D modules and IRIS OpenEnrol. The OpenEnrol is invaluable, and the support system provided by IRIS is second to none. I also love the speed at which you can process payroll with Timesheet Central – it means reconciling is a breeze."

"I couldn't choose a favourite module, as they all work so well together and they're just ultra-efficient. I've found that any payroll system is as good as the people controlling it, and Earnie IQ makes housekeeping and reporting easy to do."

We sat down with bet365's payroll manager, Jacqueline Twigg, to talk about how they run a complex payroll as Stoke-on-Trent's largest private employer; and how IRIS's Earnie IQ solution helps them manage it all with just two members of staff.

Who are bet365?

Bet365 are one of the world's leading online gambling groups, with approximately 23 million customers around the world. They are also the largest private employer in the city of Stoke-on-Trent, with roughly 3,500 employees on their payroll.

Running a four weekly payroll with salary and hourly colleagues across nine separate companies (with employees split across admin, customer service, operations, IT, infrastructure and traders) is a daunting task. But with IRIS's Earnie IQ solution, Jacqueline is able to run bet365's payroll with only two members of staff, in a small department rounded out by three administrators / officers.

The initial challenge: meeting payroll deadlines across a large and complex business structure.

The solution: Earnie IQ, with Timesheet Module, Automatic Enrolment module, IRIS OpenEnrol and P11D module.

Why IRIS?

"I've been using IRIS products for over 10 years. We were using a different system when I joined bet365, but when I had the opportunity to apply a new system I chose IRIS.

"I have worked on many payroll systems over the last 30 years and IRIS would be my system of choice every time!"

How does IRIS help at bet365?

"We chose IRIS because we needed a dual purpose solution. We run a four weekly payroll with both salary and hourly colleagues across nine separate companies. There's obviously a lot of different components in a payroll like that.

"With IRIS, we could build a bespoke solution to suit our specific needs. The key thing for us is that it's multi-functional, and can adapt to suit our business."

On IRIS training....

"When we reached our staging date, we took the Auto Enrolment training and found it offered us some excellent support."

On IRIS support...

"The IRIS support and admin teams are our shoulder in times of emergency, even when there's just a simple question we can't figure out.

"They always call or mail to assist, and they understand the concept of our deadlines so they always work to make sure we meet them. We only tend to call when we are actually running a payroll or year end, which is when we hit our issues.

"It's great to know you have the IRIS angels at the other end of the phone, and you know it will all be sorted before you have finished your coffee."

Would you recommend IRIS?

"Most definitely. We've always found IRIS support to be second-to-none, and continue to do so."