

## Success Story

# Driving savings and boosting employee satisfaction

HAP Recruitment enhances their employee experience with Sage 50cloud Payroll



With more than 45,000 staff on its books, HAP Recruitment is a premier provider of temporary staff for festivals, hospitality and events. Since its inception in 2016, the firm has had more than 190,000 people register with it and conducted interviews with over 46,000 staff members. Ranging from bar staff at the Isle of Wight Festival to supplying waiters and waitresses for Twickenham and Southampton stadiums, the company has seen steady growth, with revenues increasing 30% year-on-year.

### Key outcomes

- Significant cost savings to the bottom line
- Greater efficiencies with payroll tasks taking hours rather than days
- More control over data and able to offer employees greater transparency and improve the employee experience
- Opportunity for additional integration, including; holidays, banking and putting employees on hold during specific periods

The Sage logo, consisting of the word "Sage" in a bold, sans-serif font.

**Company**  
HAP Recruitment

**Location**  
United Kingdom

**Industry**  
Travel & Hospitality

**Sage Products**  
Sage 50cloud Payroll

The HAP Recruitment logo, featuring the letters "HAP" in a stylized, bold font followed by the words "HAP RECRUITMENT" in a smaller, sans-serif font.

### About HAP Recruitment

HAP Recruitment is a premier provider of temporary staff for festivals, hospitality and events. Since its inception in 2016, the firm has had more than 190,000 people register with it and conducted interviews with over 46,000 staff members.



Sage 50cloud Payroll helped upscale and grow HAP Recruitment.

### **Grow efficiencies, lower costs**

With such a huge number of staff on its books, HAP's outsourced payroll provider processed an average of 1,500 payslips per week, but during peak festival summer season, this number can increase to more than 3,500 weekly payslips.

The organization's need to lower costs, decrease overheads, to keep pricing competitive, plus the desire to have more transparency and direct control of its data, led the management to consider bringing the payroll in-house. HAP was also keen to grow efficiencies within the business and integrate its internal systems into one.

### **Quality and quantity required**

HAP prides itself on the quality of its staff, says Ben. "They're not only representing us, they're also representing our clients when they are working. Our staff have to be good, that's why we interview everyone face-to-face that we employ. We don't manufacture goods – people are our product."

The cost of running recruitment days and interviewing staff is huge, therefore attracting and, most importantly, retaining the right team members is also crucial to keeping HAP's costs low. This means all staff must have a good experience with HAP.

### **Innovation game**

With new start ups entering the sector constantly, and despite a strong relationship with its payroll services provider, HAP wanted to bring its finance operations in-house to keep up with the rate of innovation within recruitment.

HAP's previous payroll provider used Sage 50cloud Payroll and the firm wanted to use a trusted brand it knew could cope with its huge volume of payslips. "We wanted something that was low risk and that we could have confidence in. That was Sage," says Paul Prior, Financial Director at HAP.

### **Seamless integration**

"Given the scale of the operation, the Sage Professional Services team played a crucial role in this integration period ensuing everything worked cohesively," Paul says. HAP received two days with a Sage Payroll expert to make sure the transition went as smoothly as possible.

HAP mirrored its new Sage Payroll functionality alongside its outsourcer for five weeks to check for any potential anomalies. With over 1,500 payslips to generate weekly, it was a huge risk for HAP.



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**Paul Prior**

Financial Director at HAP

#### **Data control and increased functionality**

With more data available, HAP can deliver greater transparency over employee payslip information and include events, times, and rates onto their payslips. It also ensures employees have the information they need – something the young employees really appreciate, according to Ben. “It’s all the seemingly small things like this that contribute to ensuring our reputation as one of the best employers around stands firm,” he says.

One of the other benefits that HAP has seen by using Sage is the additional functionality. Putting employees ‘on hold’ as a batch was unachievable with its previous payroll provider. However, with the Sage Professional Services team being on site, HAP discovered with a simple adjustment to the spreadsheet, the finance team can now put one, hundreds or thousands of staff on hold simultaneously. By using Sage in-house, HAP has saved countless internal staff hours by reducing the time it takes to conduct payroll queries, produce P45s, and onboard new starters. “Following in-depth training with a Sage Professional Services expert, producing the payroll itself only takes about an hour,” Paul says. As part of its innovation aspirations, HAP is already looking to integrate its other systems into Sage. Annual leave, for example, is complex and on an Excel spreadsheet. Being able to track annual leave within the Sage system and showing it on employees payslips, would be a boost to HAP’s transparency goals.



Sage

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