

Success Story

Unmatched Payroll Reporting for a Premium Pub Group

We caught up with Laura Tulley, Group Payroll & Benefits Manager at Urban Pubs & Bars to hear how Sage People Payroll meets their complex needs.



“Sending pay slips used to take me an entire afternoon. Now, everything’s just a click of a button.”

Laura Tulley
Group Payroll & Benefits Manager, Urban Pubs & Bars



Independently run multi-site pub group

Urban Pubs & Bars are an inspired London based pub group with a momentum for new acquisitions. All their pubs and bars have individuality and a community feel. In fact, the only way you might tell you’re in one of their venues is through their friendly atmosphere & great service. They wanted to reflect this ethos at Head Office by keeping payroll in-house.



Premium payroll for a premium service

Urban Pubs & Bars used Sage 50 Payroll as a fledgling 3-site business. While it was fit for purpose at the time, their unprecedented growth required something more robust. They needed premium software that could do everything Sage 50 could, but at pace.



Company
Urban Pubs & Bars

Location
UK

Industry
Hospitality

Sage Products
Sage People Payroll



About Urban Pubs and Bars

Founded in 2014 by Nick Pring and Malc Heap, Urban Pubs and Bars has 57 premises and counting across London. Now a multi-award-winning company, they credit their teams for creating a unique and friendly atmosphere at each site.



“Even down to the licensing, Sage was really flexible.”

Laura Tulley

Group Payroll & Benefits Manager, Urban Pubs & Bars

Searching for a match for their complex payroll needs

With around 1200 employees across a fast-growing portfolio of sites, Urban Pubs & Bars also have other complexities that come with hospitality; seasonal staff and two payrolls: monthly and weekly. Not to mention the fact shifts vary from week to week. Other payroll providers left Laura disheartened when they couldn't provide the licensing flexibility she needed to accommodate this.

The user-friendly solution they were looking for

Laura needed a solution that had a clean, modern feel and was user-friendly. She found that with Sage People Payroll, all the information she needed could be stored neatly in one section. From pensions to the P11D module, the look, feel, and usability was what she was looking for.

Disruption-free implementation

Laura had one crucial requirement when upgrading their payroll software: that employees wouldn't know it had changed. Colleagues' day-to-day routines weren't impacted at all during the implementation of Sage People Payroll, meaning they were benefitting from the upgrade without even realising it.



Every time I had an issue, Michael [my Sage Senior Success Consultant] jumped on a call, which I really valued.”

Laura Tulley

Group Payroll & Benefits Manager, Urban Pubs & Bars

Reporting that couldn't be matched

Another essential feature Laura was looking for to suit the complexities of Urban Pubs & Bars was robust reporting options. But in her search for software, she found other payroll providers paled in comparison to meet her needs, cementing her decision to stick with Sage and upgrade to Sage People Payroll.

Opening the door for more benefits

For the people team, Sage People Payroll opened possibilities to introduce more benefits to the company, thanks to a system in which they can start payroll benefits next year, neatly stored in software that can handle it.



Sage

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