



# BLM

## Value to ResourceLink and The Support That's There When They Need It



**Berrymans Lace Mawer LLP (BLM) have been using ResourceLink since 2007 and in 2013 signed a seven-year extension to the contract, underlining their satisfaction with ResourceLink and NGA HR.**

### **The support behind the system**

Previously, the company found that it was outgrowing the payroll system that it had in place. The system was cumbersome, requiring payroll staff to manually run reports for HR containing information such as salary and hours worked. The system also lacked fields or space for much of the required HR information, which therefore had to be kept on other systems.

With the company growing and frustrated with the payroll system they replaced it with ResourceLink from NGA HR.

"BLM's experience of ResourceLink for payroll has been brilliant," says Lee-Anne Jones, Payroll Manager. "It does exactly what we require from it and the support from NGA HR has been excellent. They keep the solution maintained, including with statutory upgrades, and keep us well-informed.

"We have just been through a huge shake-up of the tax system with the introduction of RTI and NGA HR gave us superb support throughout the process. The upgrade was implemented successfully and enables us to quickly and easily run a report for HMRC.

"NGA HR is a big organisation and its resources mean that it offers payroll professionals accurate information, technical assistance and other support whenever it's needed."

### **Simplifying things for the payroll team**

Lee-Anne also says that ResourceLink itself has features that make life much easier for her payroll team. A good example is the fact that they can see each employee's tax code history since they joined. Being able to access information like this easily and often with everything needed on one screen is 'incredibly useful'.

### **About BLM**

Berrymans Lace Mawer LLP is the UK and Ireland's leading risk and insurance law business, with over 170 partners and 1,550 employees. The company has 12 offices across the UK and Ireland: Birmingham, Bristol, Cardiff, Dublin, Edinburgh, Glasgow, Leeds, Liverpool, London (EC2), London (EC3), Manchester and Southampton.

**“BLM’s experience of ResourceLink for payroll has been brilliant: it does exactly what we require from it. NGA HR gave us superb support throughout the RTI process. The upgrade was implemented successfully and enables us to quickly and easily run a report for HMRC.”**

**Lee-Anne Jones**  
Payroll Manager, BLM

“I also like the fact that everything is date-driven, so the system calculates for us,” she continues. “So if a person leaves on 18 August it will calculate their pay up to that date. Previously we had to do a manual calculation as the automatic setting would have been to month end. The same principle applies for things like allowances and pensions.”

The BLM payroll team also put the reporting capability of ResourceLink to good use. Reports are run regularly on a number of metrics, including total company payroll costs, salary changes over years, headcount, staff turnover, travel

allowances, bonuses and so on. Being able to accurately report on the total payroll cost is of course important as this feeds through to the nominal ledger for profit and loss reporting.

The extensive reporting that Lee-Anne and her team do is necessary for the statutory side of things: the data is needed to keep the company’s accounts in order. But it is also done so that management have the information they need to keep abreast for any trends or issues, such as budgets verses payroll costs on a company-wide and department-by-department basis.

From a usability point of view, she also likes the fact that each member of the payroll team can configure their screen to show whatever data or shortcuts are relevant for them. It means that the information they need on a daily basis is usually just a click away.

#### **A future with ResourceLink**

With a seven-year contract extension signed in 2013, BLM is clearly committed to a future with ResourceLink. Lee-Anne is keen to adopt more of the solution’s functionality in that time and is talking to NGA HR about the implementation of self-service tools: “I would like to empower employees to access their payroll information including payslips and P60s. My HR colleagues are interested in enabling individuals to maintain their personal records and enter information about annual leave and so on.”

NGA Human Resources is a global leader in helping organisations transform their business-critical HR operations to deliver more effective and efficient people-critical services.

We help our clients become better employers through smarter, more streamlined business processes - to save money, manage employee life cycles and support globally connected, agile organisations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It’s a combination of deep HR expertise and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

[www.ngahr.co.uk](http://www.ngahr.co.uk)

