



Spire Healthcare Relying on ResourceLink for Payroll Flexibility, Rich Information and Usability



In the healthcare sector, the pay environment is frequently complex and requires a flexible payroll solution. ResourceLink is delivering for one of the UK's leading providers.

Information in one place

Spire Healthcare have had ResourceLink in place as its payroll solution since 2010, but have been a customer of NGA HR for much longer as previously they used the Unipay solution.

Eileen Ferguson, Payroll Manager at Spire Healthcare, is particularly positive about the access to information that ResourceLink enables: "All of the history is there in one place, so we can see any data we need about an individual's pay record.

This makes it easy for us to answer any queries that staff might have. Other customer service actions are also very simple to do, such as reprinting payslips for staff that have lost the originals.

"NGA HR has been very good at helping us create the tools we need to bring data in from various sources. For example, a nightly interface is run from the HR system that contains most of the data that Eileen and her payroll team need.

"There is also some separate input of information on sickness, unpaid leave, overtime and casual staff hours from about 40 hospitals. This is fed by an upload of a CSV file that's populated from an Excel spreadsheet template. This facility is used for other things too, such as when we pay a bonus to staff."

About Spire Healthcare

Spire Healthcare is a leading provider of private healthcare, with 39 private hospitals throughout the UK. The group employs almost 7,000 people and works with more than 3,500 of the country's most experienced consultant surgeons and other specialists to deliver tailored, personalised care to patients.

“All of the history is there in one place, making it easy for us to answer any queries that staff might have. Everybody’s ResourceLink is unique: it lets you shape it the way you need it and create screens in a way that suits you.”

Eileen Ferguson
Payroll Manager, Spire Healthcare

The right solution for a complex payroll

The payroll team at Spire Healthcare comprises just five people, yet they manage a payroll of some 11,000 people. Eileen believes that one of the reasons that a lean payroll department can be maintained is the use of ResourceLink: “The nature of our business is that staff are frequently working

something other than regular salaried hours. ResourceLink is a very flexible tool in this respect, calculating out-of-the-ordinary things such as part-month payments. It’s also easy for us to set up new pay elements, without having to bring in external support each time.

“Soon after ResourceLink was implemented using it became second nature. That didn’t happen on day-one, because there was some new terminology to get used to, but now it’s definitely something that we are all happy to use every day.

“One of the reasons that it works for us is that we can configure it just the way we want. In fact, everybody’s ResourceLink is unique: it lets you shape it the way you need it and create screens in a way that suits you.

“You can also set security profiles for each user. A good example of this is that someone in our rewards team needed to access the system, but they only required three fields for each employee. I was able to quickly and easily set them up on the system, giving them access to just these three fields.”

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