



# People paid for peace!



SEND THE LIGHT Ltd.

Send the Light Limited, (STL) is Europe's leading distributor of English language Christian books, gifts, music, software and videos. It is a publisher of its own products, and a wholesaler and distributor for other publishers and manufacturers of over 40,000 different items. Some are sold through its on-line operation, and many are sold through its 43 retail outlets throughout the UK. On the face of it, this is an ordinary retail business except that STL is a charity that finances Christian work. This work is only possible because of the sale of its products, so it is important that one activity is able to support the other, a sort of holistic community where all of the activities are devoted to the same end. To maintain this, STL employs its people with as much care as it gives to the creation and distribution of its products. For David Young, Director of HR, it is important that everyone who applies to work for STL is

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treated as well as possible from their first contact as a potential employee until the last payslip they get in their hand.

About 5 years ago, at the narrow end of what became a huge growth curve by acquisition, Young realised that the payroll function within the existing accounting package in place at STL at that time was going to be hopelessly inadequate as the business became bigger and more

complex. Talking about going to market for a new way of running his payroll functions, Young says, "We wanted something that did the basics well, but could also offer much more". He found the basics in ADP and "much more" in abundance, all of which continues to improve life for everyone at STL.

Young runs a small department that now looks after over 600 people throughout the UK. Working with a full-time administrator and two part-time people, the equivalent of one full time person, this tight team has three days to turnaround the timesheets from 43 stores and 2 warehouses, most on hourly rates, before the pay cut off for each month. Young smiles, "A Saturday person is as time consuming as the CEO." Young knew that 5 years ago none of this would have been possible to manage in-house. "We felt we could become more efficient if we pushed operations to someone like ADP. We didn't have an HR system either and we wanted integration." ADP is now part of Young's extended team, not just in people resource, but with systems and process efficiencies. Today, details of every employee at STL only need to be input once at the point of application. In the past, Young's team may have had to type in the same information 12-15 times over the duration of someone's stay with the company.



Making a world of difference

# STL continued.....

Changes and improvements in processes, technologies and legislation added to continual expansion in the business means continual change for Young and STL. ADP is there with him to make sure those changes are as smooth as possible. 2 years ago STL migrated from DOS to SurePayAdvantage. This year the company upgraded again to the latest version only days before a monthly filing and the annual salary review changes. Asked if these changes always go to plan, Young says, "You have to expect to encounter some teething issues, nothing is perfect in the world, but they are only ever operational. What I can rely on is that ADP always works hard to make sure that it does not affect our business".

The next big change for Young will be the transfer to electronic filing, a requirement of the Inland Revenue as a consequence of STL's substantial growth into a sizeable employer. Calm and relaxed about this imminent change Young says, "ADP will stand between us and the Revenue. Analysis of the impact of any changes in legislation, tax ratings and so on will be taken care of before it gets to our office. We will only have to deal with the management decisions, not the operational ones". The other good news for Young is that by running EDI through ADP, the cost per employee for managing filing will also drop substantially.

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#### About ADP

ADP is the largest supplier of payroll services in the world. Present in 29 countries, paying 31 million people around the world every payday, and with over 50 years of unrivalled experience, ADP manages a wide range of payroll, benefits and HR administration and helps organisations to control their costs, streamlining their often labour-intensive processes, so freeing up personnel to concentrate on core business activity.

