



LCC Support Services Limited  
LCC House, The Old Pump Works, Great Warley Street, Great Warley, Brentwood, Essex, CM13 3JR  
Tel: 01277 268899 Fax: 01277 268850 Email: info@lccss.co.uk

## **To whom it may Concern**

13 June 2018

I am the Finance Director of LCC Support Services Ltd (LCC). Following a request from our HR/Payroll supplier, Corporate Payroll Solutions Ltd (CPS), I am writing to provide a general reference on the HR software and payroll outsourcing services that CPS supply to our business.

### **Background**

- LCC has a workforce of over 2,000 employees. Most of our workforce are hourly paid and work on our client sites throughout the UK. Hours worked vary from site to site with employees carrying out work on multiple client sites at varying rates & allowances.
- CPS has been a preferred supplier to LCC since April 2004
- CPS supply our business with its proprietary Legislator HR software and provide a full payroll outsourcing service
- Over 50 of our Operations Managers access Legislator HR daily to complete online timesheets for hours worked by our workforce

### **Legislator HR**

- CPS demonstrate a “can do” attitude to any bespoke development or legislative change. This exceeds our initial expectations and requirements and is always delivered to the agreed timescale. Bespoke development undertaken covers many aspects but includes interfacing with our chosen :-
  - Time & Attendance application
  - Workplace Pension Solution (Peoples Pension)
  - Internal Finance & Operational systems
- The solution continues to evolve to meet the ever changing requirements of our growing business which has seen sales growth from £8M to £45M and we are seeking to take on the impressive Document Management Solution, as we further streamline back office systems.
- During the 14 years that LCC have contracted with CPS the uptime for their application has been impressive. I can only recall 2 occasions that the system suffered downtime and the longest period of outage was 90 minutes



Website [www.lccss.co.uk](http://www.lccss.co.uk)

Registered address: as above.  
Registered in England No. 2770135





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- The software is functionally rich and yet very intuitive and extremely easy to use. This is particularly beneficial when new Managers join the business as little training is required.
- The software incorporates self-service functionality via either web or mobile phone app. LCC employees use this for requesting holiday (with automated workflow to Line Manager for approval) and to view current and historic payslips & P60s

### **Payroll Outsourcing Service**

- The turnaround times provided by CPS are, in my experience, unrivalled. Our 2,000 employee payroll is processed in under an hour with reports delivered to our secure inbox within their software. This means that they afford us unbeatable cut off times that allows us to make very late adjustments to employees pay, which is crucial to our business. We can make amendments up until 3pm on Wednesday for pay day on Friday.
- The two dedicated CPS Account Managers that are allocated to LCC are both friendly and extremely helpful. We receive almost immediate responses to any queries raised covering both payroll processing & general payroll support.

### **Summary**

Control of payroll costs in our business sector is fundamental as this equates to around 70% of total operating costs. We have complete confidence in the service provided by CPS allowing us to concentrate on our core business and keep our own back office payroll support team costs to a minimum.

In my experience CPS is an exceptional payroll service provider and in my opinion offers an unrivalled Payroll & HR solution in our Industry sector. I would highly recommend CPS to any business both in terms of their Legislator HR application and the expert payroll outsourcing service that they deliver.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter A Andrews', written over a light blue grid background.

**Peter A Andrews**  
**Finance Director**



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