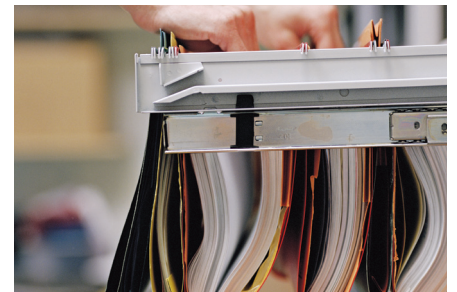


Our customer

The Roundhouse is a legendary London venue that has played host to the BBC Electric Proms and the Royal Shakespeare Company amongst others. But as well as being a commercial multi arts venue it is also a charity that provides a creative education for young people.



Their challenge

Throughout the year the Roundhouse delivers projects for up to 6,000 13-25 year-olds from all backgrounds. The projects cover a huge range of topics from radio, music production, drama, poetry, TV, sound engineering, photography to VJ skills and more. The focus is on creating an environment in which young people can develop self-esteem and confidence or gain valuable experience to help launch a career.

“We aim to create synergy between what we do for young people and the artists who perform on the main stage,” explains Farideh Lappage, HR Manager at the Roundhouse. But running such a diverse operation requires a lot of staff. “There are currently 65 permanent and fixed term employees, 140 casuals, and another

250 volunteers,” says Farideh, “which leads to quite a complex situation requiring three different payrolls, one weekly, one fortnightly and one monthly.” The Roundhouse has been a Sage customer since it reopened in 2006 but it didn’t use Sage Outsource Services initially. “We had some difficulties with our original payroll outsourcer, and so we decided to change to someone we were already familiar with and felt we could trust,” says Farideh. One of the things about Sage that appealed to Farideh is that it is UK based and so has the same office hours as The Roundhouse.

“People are available when I need them, and as I’m not a payroll expert I need easy access to Sage’s payroll and accounting knowledge.”

“the implementation was incredibly fast, and we managed to get all three payrolls set up in less than 2 weeks, and it was done incredibly accurately.”

Farideh Lappage, HR Manager, Roundhouse.

Our solution

Changing payroll outsourcers may seem daunting, but Farideh was very satisfied with how Sage handled the changeover. “We needed a quick transfer over from our previous supplier,” explains Farideh.

Prior to the changeover to Sage Farideh had to produce a range of documents each month, but that has all been simplified. “I’ve been able to streamline a lot of the information required so that everything is in a single set of spreadsheets, which I email to Sage once a month. It’s a lot faster for me now, and it’s helped with my own time management.” Farideh was also very pleased with the help she received from Sage during the transfer. “The people at Sage were incredibly supportive throughout the process and coached us through the information that we needed to gather,” she explains.

The future

The Roundhouse was also thinking about the future when it chose Sage. “Although we outsource now,” explains Farideh, “I’m interested in Sage’s web hosted system.

It was part of the appeal in choosing Sage, as it offers an ‘in between’ system that is not fully outsourced, but doesn’t mean we have to have software in house. It’s something that seems to suit the size of our organisation.”

For now though, Farideh is very happy with the outsourced solution Sage provides, “I can trust that the payroll is run effectively and I can call on Sage’s expertise when I need it.” And for anyone thinking of making the move to Sage Outsource Services Farideh has the following advice, “Preparing ahead for data transfer was incredibly useful but also regular communication and the chance to discuss all of the details was invaluable to me. I now have a streamlined, consistent payroll I can rely on.”



Sage (UK) Limited
North Park
Newcastle upon Tyne
NE13 9AA

t: 0845 111 99 88
e: customer.development@sage.com
www.sage.co.uk/outsource