



MHR

# “A Huge Weight Off Our Minds”

Vospers delighted to have upgraded to MHR's Fully Managed Payroll Service



**Customer:**  
Vospers



**Number of employees:**  
600



**Sector:**  
Car Dealership



**Product supplied:**  
Fully Managed Payroll

## About Vospers

Established in 1946, Vospers, a family-owned business, is a 'one-stop-shop for all things motoring in the South West'. Employing 600 people over eleven locations in Devon and Cornwall, Vospers sells new and used cars, commercial vehicles, provides a comprehensive after sales service and operates a servicing and parts division. They're also business fleet specialists.

## What Vospers were looking for

Vospers used MHR's HR and Partially Managed Payroll Service for five years prior to the implementation of the Fully Managed Payroll Service in May 2021.

Vospers wanted reliability, accuracy, security and a service with the appropriate checks in place.

They had complex costing structures with salaries split multiple ways. There were manual processes that needed automating and they wanted new templates for some processes. Vospers wanted their managers to generate and assess data in a consistent manner.

“We didn't want to rely on just one person to do payroll. We wanted a reliable company with a good track record,” said Wendy Horswell, HR Director.

“We wanted payroll completed on time, with no mistakes. We wanted security and consistency and the reporting to be correct.”

“We feel as if we now have five years going forward with a professional company watching our back, making sure our payroll remains compliant”

Wendy Horswell  
HR Director - Vospers

## Results and Benefits

Vospers has seen immediate benefits from upgrading to the Fully Managed Payroll Service.

“We feel our payroll is secure with MHR and will be managed properly, we’re comfortable that if any issues arise, they’ll be dealt with. We’re also comfortable with the security in place – data is protected appropriately during transmission and when managed. There are some great templates.”

“If we scaled up from 600 employees across eleven sites the service would easily manage the increased requirements and expectations.”

+44 (0) 115 945 6000  
+353 (01) 541 3778

info@mhrglobal.com  
mhrglobal.com

## Challenge

In upgrading to the Fully Managed Payroll Service, Vospers addressed their key needs around payroll administration:

- Security
- Reliability
- Accuracy
- Time savings
- Earlier delivery of reports
- Support from an established provider
- Appropriate checks in place.

“We didn’t want to rely on just one person to do payroll. We wanted a reliable company with a good track record.”



**150**  
Hours a month

Vospers are saving over 150 hours each month across three job roles. Payroll reports are delivered on time, or early and the group accountant now produces monthly GL reports earlier.

## Solution

“MHR entered the process in partnership with Vospers and demonstrated professionalism, took time to understand the business and communicated well over the tricky areas around costing and payroll processes.

“They’ve improved processes and automated areas to reduce risk and error and it’s resulted in an excellent payroll in month one.”

The transition to the Fully Managed Payroll Service went smoothly, with MHR providing extensive support through every stage of the process.

The upgrade was implemented promptly and efficiently in just five weeks.



Confidence that the Fully Managed Payroll Service is equipped for future needs.



Data is protected appropriately during transmission.



Improved processes and automated areas to reduce risk and error.