



## British Small Animal Veterinary Association

The British Small Animal Veterinary Association (BSAVA) exists to promote excellence in small animal practice through education and science.

Employing over 30 staff at their Gloucestershire office, BSAVA are producers of quality CPD and publishers of highly respected veterinary manuals and resources for vets. They are also organisers of the largest annual small animal congress which requires a one-off payroll for over 70 temporary staff often at short notice.

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It was this requirement for a totally flexible and responsive payroll service that led Carole Haile, Customer Support Manager, to question their existing provider's abilities and to consider taking the function in-house.

"As a charity, we are extremely keen to ensure continuity of service, regardless of fluctuations in funding or available expertise. That is why we outsource our payroll. However, we were finding our long-term payroll provider was failing to meet our needs. The service was just that – a service. We felt completely detached from our payroll and the pay cycle was protracted. Our provider was slow to update employee information and their reports were cumbersome, bordering on useless. We wondered if these were inherent problems with outsourcing.



We decided to consider alternative providers and also to explore the merits of moving our payroll back in-house. Although we were sceptical about outsourcers, we did our homework and researched the market, narrowing the choice to Cox and Co. We contacted a number of their high-profile clients, all of who spoke very highly of them.

As charity payroll specialists, Cox & Co. simply 'got it': they understood our unique needs. Confident in their ability, we gave them the business and they very quickly integrated with our organisation. We had a parallel run one month and went live the next.

*We realise resourcing in-house payroll is expensive and time-consuming: that's why we outsource. Cox & Co. are not like other payroll bureaus. We feel we have an outsourced payroll department, not just a service. They should be proud of their company.*

**Carole Haile, Customer Support Manager  
BSAVA**

Cox & Co. complete our payroll in 24 hours. The team are very responsive to ad-hoc questions or sporadic paperwork and give us reports customised to our needs. We even have branded payslips.

We know we have made the right decision for BSAVA."

To find out more about BSAVA, go to  
[www.bsava.com](http://www.bsava.com)

**Contact Cox & Co.**

Telephone 0117 9328145

Email [enquiries@payrollsolutionsltd.co.uk](mailto:enquiries@payrollsolutionsltd.co.uk)

[www.payrollsolutionsltd.co.uk](http://www.payrollsolutionsltd.co.uk)