



# TasteTech Limited

TasteTech Limited is a Bristol based manufacturer of flavour and ingredient encapsulators, supplying the bakery and confectionery market worldwide. They employ over 50+ staff in four warehouse units and found that as their business rapidly expanded their payroll service was slow to respond to their needs and so looked to Cox & Co. for a superior provision.



Janis Sinton, Managing Director explains why outsourcing their payroll to a specialist exceeded their expectations:

"As a manufacturing company we need to respond to the demands of our customers and this necessitates our staff to work overtime and shifts to meet these production targets.

*We really are pleased with Cox & Co.'s flexible, efficient and accurate work. We continue to benefit from their expert knowledge and personable approach - we now know what to expect from a quality payroll provider and haven't looked back.*

Our payroll is certainly not static - it constantly requires hourly-rate and overtime adjustments. We also have a company pension, green 'Cycle to Work' scheme and a bonus scheme - along with the usual starters, leavers and ad-hoc employee queries. All of these aspects involve monitoring and calculating and it's important that they're done efficiently and accurately.

We started out using our accountancy firm to run TasteTech's payroll. At the time we believed that was the best option for us because it meant our finances were under one roof. But payroll was more of a sideline business for them and we suffered a slow and non-responsive service because of it. The quality of output was poor and we had to cross check the information provided to us for errors. This inevitably led to delays and frustrations and as the business expanded we had to find a better solution.

Cox & Co. promised a locally-based solution and their specialist payroll expertise represented excellent value for money. Since changing providers we have found them to be a highly responsive company and human too; there is always someone to call for help and any questions are dealt with quickly.

Because of Cox & Co.'s flexible approach, I can provide our payroll information to them in a method that suits us both and the reports generated have been tailored to our requirements not theirs. An additional benefit was their offer of quality TasteTech branded payslips which is all included in their very competitive fixed monthly fees."

**To find out more about TasteTech, go to [www.tastetech.co.uk](http://www.tastetech.co.uk)**

**Contact Cox & Co.**

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