

# Krispy Kreme

United Kingdom & Republic of Ireland



Krispy Kreme began selling freshly made doughnuts in the USA in 1937 and opened their first UK store in 2003. Today, there are more than 1000 stores worldwide, specialising in the production and sale of their delicious, glazed doughnuts.

When it was time for Krispy Kreme UK to replace the payroll system, they looked at a variety of software packages to ensure they selected the system that was best suited to their needs. As a multi-function organisation, with 2000 employees in the UK and Ireland, they wanted a system that could cope with multi-sites and process both hourly paid and salaried employees. Added to this was the requirement for Irish payroll processing and the ability to pay in Euros. Following an evaluation of several systems, the decision was made to select Frontier Software's ichris payroll. Sarah Sally, People Services Manager at Krispy Kreme, felt the decision was made easier because ichris offers multi-currency software on a single database, along with a user definable organisation structure that can cope with multiple sites and can be added to at any point in time.

The Frontier Software implementation consultant addressed all the challenges facing Krispy Kreme. Taking their time and going through everything needed to set up the system, the consultant involved the Krispy Kreme team every step of the way. They also undertook thorough testing to ensure the system met the detailed specifications and user needs. Sarah commented: "Frontier Software provide a highly functional payroll solution that is user friendly and can be set up to any company's specifications, and at a highly competitive cost."

Krispy Kreme also took advantage of Frontier Software's HR<sup>21</sup> Self Service portal to deliver on-line payslips to their employees.

Following the ichris implementation, one of the immediate benefits seen by the Krispy Kreme team was that the payroll was a lot easier and quicker to run with the new software.

Sarah added, "Frontier Software offer continued support and help after implementation ... ichris is extremely user friendly and one of the best payroll systems I have ever used".

"Frontier Software provide a highly functional payroll solution that is user friendly and can be set up to any company's specifications and at a highly competitive cost... ichris is one of the best payroll systems I have ever used"

Sarah Sally, People Services Manager,  
Krispy Kreme



## FAST FACTS

Industry Sector: Retail

Headcount: 2000 Employees

Customer since: 2022

Delivery Method: Hosted

Solution: Payroll, Multi-Country,  
Multi-Currency, Self Service

Country: United Kingdom & Republic of  
Ireland

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



Human Capital Management  
& Payroll Software/Services

[www.frontiersoftware.com](http://www.frontiersoftware.com)



# Leeds Mind

United Kingdom

Mind, the leading mental health charity for England and Wales, is passionate about mental health and wellbeing both for service users and staff. Leeds Mind, a local branch of the charity, promotes positive mental health and wellbeing; providing help and support to those who need it. Their aim is to help people build on their strengths, overcome obstacles, and become more in control of their lives.

In 2021, the charity identified several issues that were impacting their ability to successfully run payroll. These included out of date processes, limited reporting that hampered analysis, and a lack of expertise and payroll knowledge, particularly with regards to legislation. With a single point of expertise there was a single point of failure and no contingency. It was time to address these issues so, on recommendation, Leeds Mind contacted Frontier Software.

After several discussions around pain points and how these could be addressed, Frontier Software quickly demonstrated that their payroll services team would provide the necessary payroll expertise, back up and contingency planning that was urgently needed. Within a few short months of handing over the responsibility for payroll processing to Frontier Software, Finance Assistant Andrew Lowe noticed a reduced level of queries from employees and a reduced amount of time spent on the payroll process. Plus, with a specialist payroll services provider on board, the speed and accuracy of processing payroll improved massively, giving the Leeds Mind team greater confidence that staff will be paid on time and correctly – every time!

Andrew said, “the responsiveness from Frontier Software is excellent and, after a year of engagement, I cannot recall an occasion where their payroll services team has failed to respond and/or resolve a query within 48 hours”.

The Leeds Mind team know how important the benefits of a mentally healthy workplace are and, as a Mindful Employer, staff wellbeing is a high priority. The strong relationship with Frontier Software has helped the team remove the stress of keeping up to date with legislation, and ensures they are processing a compliant, accurate payroll. They can now focus on delivering much needed help and support to their service users.

“Responsiveness is excellent – after 9 months of engagement, I cannot recall an occasion where Frontier Software have failed to respond and/or resolve a query within 48 hours”

Andrew Lowe  
Finance Assistant Leeds Mind



## FAST FACTS

**Industry Sector:** Charity

**Headcount:** 100 Employees

**Customer since:** 2022

**Delivery Method:** Outsourced

**Solution:** Payroll

**Country:** United Kingdom

[www.leedsmind.org.uk](http://www.leedsmind.org.uk)



Human Capital Management  
& Payroll Software/Services

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