IRIS World

Virtual Payroll Conference 2020

Look Forward With Certainty in Uncertain Times

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Our Mission

To be the most **trusted provider** of **mission-critical** software and services

Our Vision

Ensuring our customers **get it right, first time, every time**

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Our Values

I
M
P
A
C
T
Innovation
Making it happen
Passion
Accountability
Customer focus
Teamwork

Challenges Ahead

Poll: Are you working from home?

Options:

- **Yes**
- **No**

Poll: How did you find transitioning to home working?

Options:

- **Easy**
- **Struggled a little, but got there in the end**

36.4k
Payroll
Customers

2.7k
HR
Customers

11k
Education
customers

21.5k
Accountancy
Practices

56k
Business
Accounting

7k
GP Practices

18% UK
workforce
paid via IRIS

Largest filer
of
UK gov docs

How are we keeping IRIS going?

We are working from home

Over 1.5k staff working from home

20 sites closed

Collaborating via video conferencing apps

Communicating with customers via email/website updates/calls

Product Development

210
Product and development employees home

Desktop Development: Normal Service. Very little impact on development

Legislation releases: Live and available via auto update/website

Documentation: Helpfile and user guides complete

Product Team: Working with core legislative groups – keeping you up to date

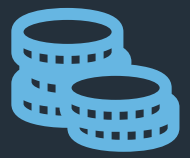
Managed Payroll Service

Paying people accurately and on time

Over 80 payroll processors working from home

Hosted solutions: allow our team to work from home

Payroll Processing: We are processing your payrolls as normal



BACS: We are able to pay your clients accurately and on time

Contact: Email is the preferred method. Our team are on hand to answer your queries

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Support

We continue to provide support to our customers during these unprecedented times

100 Support Staff Working from home

Support Messaging: Key updates will be provided directly to you

Knowledge Base: Updated frequently

Email/Portal Support: Normal Service

KashFlow Live Chat: Normal Service

Telephone Support: Wait times may be higher during seasonal peak

Legislative updates

We have close links to ensure you are up to date with the latest changes

Legislation Experts

- Members of key working groups;
- British Computer Society
- Pensions and Software Suppliers Engagement Group
- Software Development Team (HMRC)

Passionate about software

- 12 Payroll products
- Auto updates now live
- Downloads now available from our website
- We will keep our software legislatively compliant

40 years experience

- Over 40 years industry experience
  - Accountancy
  - Payroll
  - HR
- You are in safe hands

Compliance Productivity Engagement

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#loveIRIS

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