CASE STUDY

More than 20 years of partnership: supporting Payroll Mania's growth with trusted payment technology

When something works, you don't need to fix or change it. All the systems I use are like a pair of comfortable slippers and paygate is one of those

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Founded in 2005, Payroll Mania is a professional bureau providing payroll, tax return and book-keeping services, based in Wakefield, West Yorkshire.

Led by founder Kathleen Horrigan, the business supports around 90 clients across a wide range of industries, from manufacturing and care providers to solicitors and financial advisers, with clients based both across the UK and internationally.

As an accredited Bacs commercial bureau, Payroll Mania operates within a highly regulated environment where security, reliability and continuity are critical. For more than two decades, paygate has been a trusted part of that journey.

Confidence built through reliability

Kathleen's relationship with paygate began long before the company became paygate. Originally introduced to Baran McCann through a recommendation from her payroll software provider, the decision to choose the platform was simple.

"It was a seamless operation. The system worked perfectly so it was a bit of a no-brainer. Why look for somebody else?"

That straightforward decision became the start of a partnership that has lasted more than two decades.

Over the years, both businesses have evolved. Baran McCann became Corvid Paygate, before becoming today's paygate, while Payroll Mania has grown into an established payroll bureau supporting clients across multiple industries.

Technology has moved from locally installed software to secure cloud services, but throughout every change, one thing has remained constant: the relationship.

Supporting a business that depends on ease and reliability

As a single-person payroll bureau, Kathleen needs complete confidence in the systems she relies upon every day. Processing payroll and managing Bacs payments for dozens of clients means there is little room for disruption. For Kathleen, the simplicity and reliability of paygate have become invaluable.

"I can do it in my sleep. It's so easy to use. I don't even have to think about it."

That familiarity allows Kathleen to focus her attention where it matters most, looking after her own customers rather than worrying about the technology behind the scenes.

Even during particularly busy payroll periods or when unexpected issues arise elsewhere in the business, paygate remains one less thing to think about.

The move from locally installed software to cloud technology has only strengthened that confidence, removing much of the administration involved in configuring new devices while making it easier to keep the business running smoothly.

A partnership that goes beyond software

Technology alone doesn't build a relationship that lasts for over 20 years.

For Kathleen, the people behind the software have been just as important as the platform itself. Whenever she has needed support, whether resolving technical issues, setting up new devices or simply asking a question, help has always been readily available.

Over time, that support has developed into something much deeper than a traditional supplier relationship. Kathleen has taken part in customer focus groups, helping shape future developments while sharing experiences with other payroll professionals.

"The support has never let us down. Calls are answered quickly, and you're always speaking to someone knowledgeable who can actually help."

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paygate is easy to use. I can do it in my sleep and they're a nice set of people. That's it in a nutshell.

That two-way relationship extends beyond product development.

As Kathleen prepares to move to v3 cloud, she does so with the confidence that comes from a long-standing partnership built on trust and understanding.

Her transition has been carefully planned around her own business priorities and existing software contracts. Her account manager worked with her to ensure the timing and commercial arrangements suited a single-person payroll bureau, reflecting a relationship built on understanding rather than simply renewing another contract.

Loyalty earned over time

Twenty years is a long time to stay with any technology provider. For Kathleen, the reasons are remarkably straightforward.

"Number one, it's easy to use. Number two, I've never had any problems with the support. And number three, the price, which is very important."

Those three reasons: simplicity, dependable support and transparent pricing, coupled with a relationship built on mutual trust, have remained unchanged, even as both businesses have evolved.

Looking ahead

Kathleen's move to paygate v3 cloud marks the next chapter in a relationship that has already spanned more than two decades.

As always, she's approaching change thoughtfully, adopting the features that genuinely benefit her business while maintaining the dependable processes her clients rely on every month.

Twenty years in, the relationship between Payroll Mania and paygate remains exactly what first brought Kathleen on board, software that fits neatly around the way she works, backed by people who pick up the phone and provide their Bacs expertise.

As Payroll Mania continues to support businesses across the UK and beyond, that's the foundation this partnership is built on, one that's set to continue for many years to come.

"Reliable, straightforward, easy to use and a nice set of people. That's paygate in a nutshell."

Interested in building a relationship that lasts? We're ready.

LET'S TALK

The heart of a 20-year partnership

- Reliable Bacs processing, with no disruption to busy payroll periods
- Simple, intuitive software that requires minimal thought or admin
- Responsive support from people who know their stuff
- A two-way relationship, helping shape future development