

Cintra Case Study

Confiance Employment Services



Based in Guernsey, Confiance Employment Services are a payroll bureau service provider, specialising in the Marine and Offshore markets. As a new established enterprise in 2007, Confiance planned to go live with their new payroll in April 2008.

Notwithstanding the fact that Confiance's General Manager, Donna Reid, had previous experience as a Cintra client during her time at Guernsey Ship Management, soon after joining Confiance, Donna went to the market to investigate what alternatives were available to them.

In keeping with the rules governing payments to Mariners and other seafaring and offshore personnel, high on Confiance's list of priorities was the ability of their payroll system to customise pay elements e.g. make pay elements non-employer NI-able etc. As a payroll bureau operator, they also wanted a system that could easily handle a large number of temporary and casual staff payrolls.

In addition to payroll services, an important part of Confiance's proposed offering was a specialist HR outsourcing service for their marine clients. These clients have particular issues in ensuring each ship's voyage is manned throughout by appropriately certified staff for the areas though which they sail. In addition there are complex working patterns and holiday/sickness rules that apply within the marine/ offshore sector.

A key issue for Confiance was to try and source both products from the same supplier in an effort to minimise inter-operational problems.

As a new venture, keeping tight control of cash flow was also a crucial priority.

After thoroughly researching the market, Confiance had shortlisted down to 4 potential providers, including Cintra.

Donna said, "Having seen all 4 suitors, we felt that Cintra were clearly our obvious best option. What stood out about them was how they listened to what we really wanted and how they were prepared to work together with us on a whole range of fronts, from day to day operational issues, to longer term product development."

“We had the comfort of knowing that Cintra’s payroll bureau were managing several hundred client payrolls themselves - the biggest one with around 2,500 staff, so we knew we would be getting the features and benefits created by the Cintra Bureau Team and they were prepared to share those resources.”

Neil Carrington, Chief Executive of Confiance Employment Services adds “A clinching issue was their agreement to develop a specialist HR system for us and allow us to pay for this out of revenue. This meant we could have a single supplier for all our software needs without having to meet up front development costs.”

Carsten Staehr, Cintra’s MD, comments, “We saw Confiance as a strategic partner. We had a lot of respect for Neil’s business abilities and his in depth knowledge of the Marine and Offshore markets. This was an area where we had long had a reasonably strong presence but we believed that, with this new product, and by working closely together we could jointly achieve much more. So we took the strategic decision to invest.”

As a result, Cintra produced the Marine Personnel Management System which comprehensively addresses the staff management issues of ships and offshore installations. Since it’s based on their standard CintraHR offering, it still does all the things a good HR system should, like integrating well to related products, such as Microsoft Office and being fully customisable with a good report writer.

By early 2008 an agreement was reached on a volume based rental arrangement for the Payroll and HR products with shared use of Cintra’s BACS transmission and online printing and Year End submission facilities plus, most importantly, a clear agreement on market share.

Implementation and training was completed in Guernsey by Paul Capocci, one of Cintra’s most experienced Implementation Consultants and Donna Reid, Confiance’s General Manager seeing the whole system live in time for April 2008.

Donna Reed said, “We are a fast-growing business and have taken on over 20 payrolls in a very short space of time (and often at very short notice), ranging from 10 to 500 employees, but I have to say that despite the 11th hour nature of our requests for help, everyone at Cintra, but in particular Paul Capocci, have never been anything less than brilliant at fitting us in, as a result of which we’ve never missed a client ‘go live’ date.

Donna went on to say, “We also outsource all of our client BACS wages payments to Cintra and again it has worked perfectly. Cintra have clearly put a lot of work into the development and user-friendliness of the system, such as having data which is globally linked and updated, with the ability to update payroll periods individually; really good report writing and data extract facilities; fast input; online payslips; all liabilities sent by BACS and their experience with online year end. A useful feature for us is that the system stores all reports so getting another copy when clients request it is really simple.”

“On a day to day basis we share Cintra’s infrastructure, so they send our BACS transmissions and also do a lot of the take-on work for new clients. We regularly recommend prospective clients to each other now.”

**For further information please contact:
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Neil added; “Importantly, for a new company with big ambitions, but tight constraints, Cintra were prepared to take a long term view of the business opportunities. The benefits to us of working with Cintra are very clear. We get first class product, tailored to the needs of our market, excellent support service and the confidence that comes from having a substantial, and highly experienced, bureau operation behind us, all at a very reasonable price. We foresee an excellent market for our services and I believe that Cintra’s solutions will play an integral part in helping us to grow our business very substantially, even in these currently testing times.”

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