

# Cintra Case Study

The Motor Insurers Bureau, Milton Keynes



**Based in Milton Keynes, The Motor Insurers Bureau was established in 1946 as a private company limited by guarantee, for the purpose of working with the Government to compensate the victims of negligent, uninsured and untraceable motorists.**

Every insurer, underwriting compulsory motor insurance is obliged by the Road Traffic Act 1988, to be a member of MIB and to contribute to its funding.

In the late summer of 2005, a decision was taken by MIB to outsource, in an effort to reduce payroll administration costs and improve efficiency. Following thorough research of the payroll market, a shortlist of potentially suitable payroll providers was drawn up and invitations to tender sent out.

Staff expertise and knowledge; strong system infrastructure with evidence of continuous investment in technology; cost and service provisions, backed up with robust SLAs, were key considerations in the selection of potentially suitable providers.

MIB's Chief Accountant Mohammed Hemani said, "We didn't perceive there to be any particularly unique problems associated with running a payroll of our size and type and in our industry, so all we were looking for was someone who could aptly demonstrate that they were best capable of meeting our requirements, as defined in our tender document".

Mohammed went on to say; "Cintra stood out from the very start, responding reassuringly quickly to our enquiry, putting together a solid presentation, and most

importantly, their prices were very competitive. We placed our order in November 2005, and haven't looked back since – being particularly impressed with Cintra's handling of the data migration process, which we knew to be a key element in the successful implementation of our payroll".

When asked what tangible benefits were realised as a result of the switch to Cintra, Mohammed highlighted a massive cost saving, equivalent to 35% less than employing their own dedicated payroll department, enhanced reporting capabilities, and first class support staff offering a fast and friendly service. "In summary" said Mohammed, "we are pleased to say that Cintra have more than lived up to both their sales promises and our expectations and we would be happy to recommend them as a first class payroll provider".

**For further information please contact:  
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