

# Garlands turns to NorthgateArinso for enhanced HR and payroll services

Garlands Call Centres, a specialist provider of outsourced contact centre services, has signed a new six-year contract with NorthgateArinso to provide payroll and HR services to the company's employee base.

NorthgateArinso's ResourceLink Aurora system will manage employees' personal details and employment records, process starters and leavers and run the payroll process for 1500 employees at Garlands centres in South Shields, Middlesbrough and Hartlepool Marina.

"We've been very pleased with the performance of the ResourceLink system. It provides us with all the information we need to efficiently and effectively manage HR," said Yvonne West, HR manager at Garlands. "In addition, the self-service module puts employee details in a secure location online, enabling staff to check their own records and amend as necessary, which eases the administrative burden on the HR team."

"Garlands is a significant employer in its region. With a high number of staff, getting the detail right on employee information is crucial to the smooth running of payroll and HR," said Malcolm Aldis, UK managing director at NorthgateArinso. "No business can afford errors or delays with payroll, and ResourceLink has proved it can manage the company's payroll effectively."

## NOTES TO EDITORS

## About Garlands

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

Garlands is a specialist UK provider of outsourced customer contact services via phone, email and the Web. Its services range from customer sales to customer service, collections & debt recovery and back office services. Garlands believes that people are the key to delivering superb customer contact services and provides comprehensive and innovative programmes with a holistic focus to develop the skills of its staff.



[www.northgatearinso.com/uk](http://www.northgatearinso.com/uk)

The logo for NorthgateArinso, featuring the company name in a sans-serif font. The word "Northgate" is in dark blue and "Arinso" is in red. A blue arc is positioned above the "Arinso" part of the name.

## About NorthgateArinso

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

NorthgateArinso is a leading global Human Resources software & services provider offering innovative HR business solutions to employers of all sizes, including Global Fortune 500 companies and many Public Sector organisations. We help HR executives optimize their HR service delivery through smarter process and more efficient technology, supporting key HR areas like workforce administration, payroll, benefits, recruitment, learning, and talent management.

Our 4,500 employees are dedicated to HR excellence through strategic business consulting, outsourcing services, systems integration and best-of-breed software solutions. We are one of the 5 largest HR service providers world wide and have offices in 31 countries on 5 continents.

The Northgate Group is owned by private equity company Kohlberg Kravis Roberts (KKR) and currently employs over 6,500 staff and operates in 46 countries across 5 continents.