



Fueling People & Planet:

How Roadchef Drives Impact through
Payroll with PayCaptain

Case Study

August 2025

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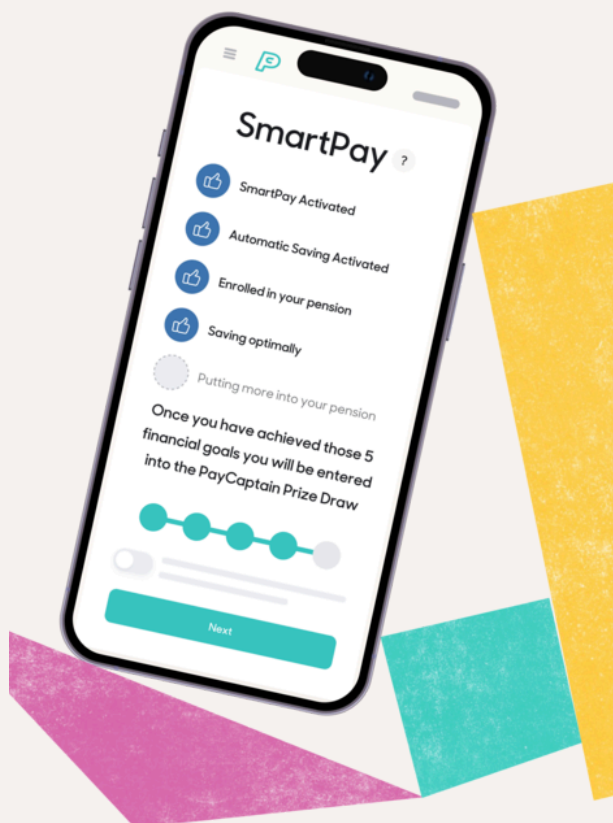
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The Payroll Landscape

For too many companies in the UK the payroll process is a chore – disconnected from the real needs of the business and disconnected from employees and stakeholders. Legacy technology that doesn't add value, or work for the way people live their lives today.

Low financial resilience and the anxiety it creates have a direct impact on productivity and workplace harmony. Stressed employees carry a real cost to bottom-line performance and company culture.

Challenges



01

Evolving Legislation

Keeping up with changes in employment law, tax regulations, and statutory requirements remains a major challenge.

02

Automation vs. Legacy

Many businesses are still using outdated payroll software, making automation and efficiency improvements difficult

03

Rising Cost of Living

Payroll teams are under pressure to offer solutions that support employees during the cost-of-living crisis



Our Mission

It's our mission to be the UK's favourite way to get paid, and win the battle against financial stress, in the workplace.

We want to put people in control of what they earn, by giving them the tools and information that enable them to manage their money in the best possible ways. In turn, reducing the negative effects of financial stress in the workplace.



**Certified
B Corporation**



**Rated
'Excellent' on
Trustpilot**



**Payroll Giving
Official Partner**



**Includability
Committed
Employer**

PayCaptain has been created as a simple, progressive and cost-effective answer to these problems - using the latest AI-enabled technology, as well as decades of specialist experience, to provide a complete payroll and financial wellness solution.

PayCaptain replaces a company's legacy payroll and payment processing systems and can radically improve both the payroll function and the employee experience.





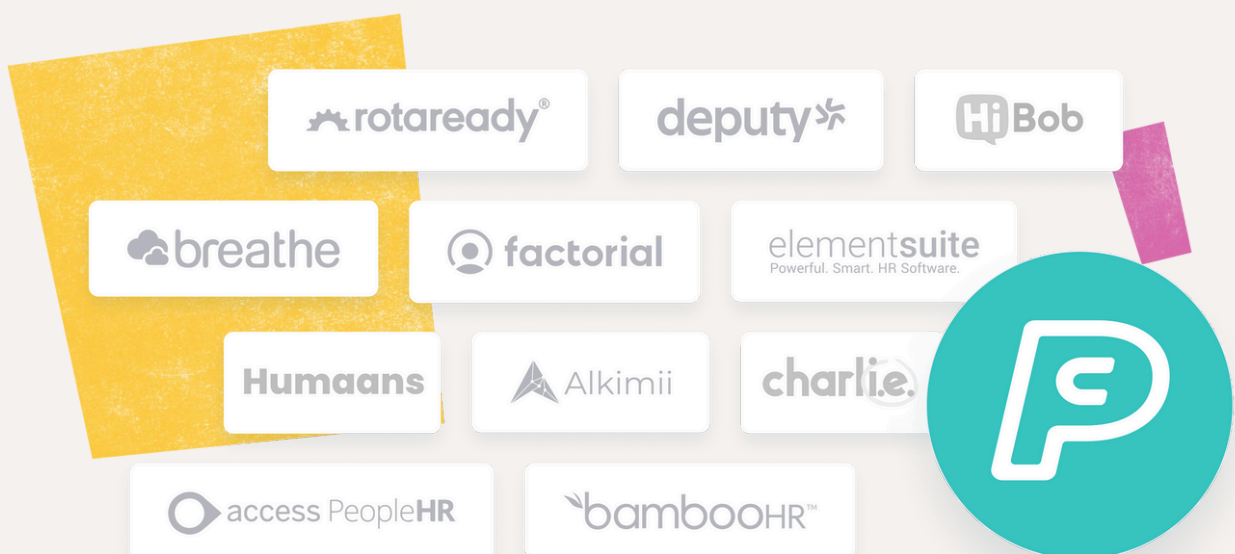
Trusted by over 50 Partners

Don't just take
our word for it

In an evolving payroll landscape, businesses need a solution that goes beyond just paying employees - that includes our Partners.

Our partners choose PayCaptain for its innovative, employee-centric approach - combining automation, financial wellbeing tools, and flexible payroll options to create a better experience for both employers and their teams.

With seamless integrations, compliance assurance, and real-time payroll insights, PayCaptain empowers businesses to simplify payroll, reduce admin burdens, and enhance employee satisfaction.





Case Study

One of the **UK's leading motorway service stops** for over 50 years, Roadchef offers motorists a chance to relax and de-stress from their journey on Britain's busy motorway and trunk road network. With 31 different locations, and 52 million customers annually, Roadchef proudly boast about their **variety of services and facilities** to suit every visitor.

For over a decade, Roadchef have been **focused on a sustainable and industry leading method of business operation** in order to have a low impact on the planet.

Aiming for a world in which they can be totally **net zero** - an aim in which PayCaptain can align. Furthermore, Roadchef place **high value on their dedicated employees**, recognising how much of an asset their team are. The employees, famed for the success of the Roadchef charm and delight, are exactly the people PayCaptain now **support the financial wellbeing** of.

Connecting to their people is just one element of who Roadchef truly are. They also support their local communities at the various sites, as well as partner to some big charities. Investing where it matters.



31

Sites Around the UK

3.5k

Employees

50

Years of service

3*

Accreditation - Best
Companies to Work For

The Problem

Cost

Printing & Posting Payslips
Employee Fees for Advances

Accountability

Lack of Responsiveness
Disregard for Employee Experience

Efficiency

Payroll Accuracy >80%
Huge Payroll Processing Times



What were your main pain points before deciding to move providers?

Roadchef had an incumbent provider who was a challenge to daily requirements creating **high-stress and dissatisfaction levels**.

The supplier's **lack of responsiveness and accountability** alongside **regular errors** resulted in lack of regard for the employee experience and wellbeing, this was a big pain point for Roadchef, leaving them with a **huge loss of confidence** in the payroll process generally.

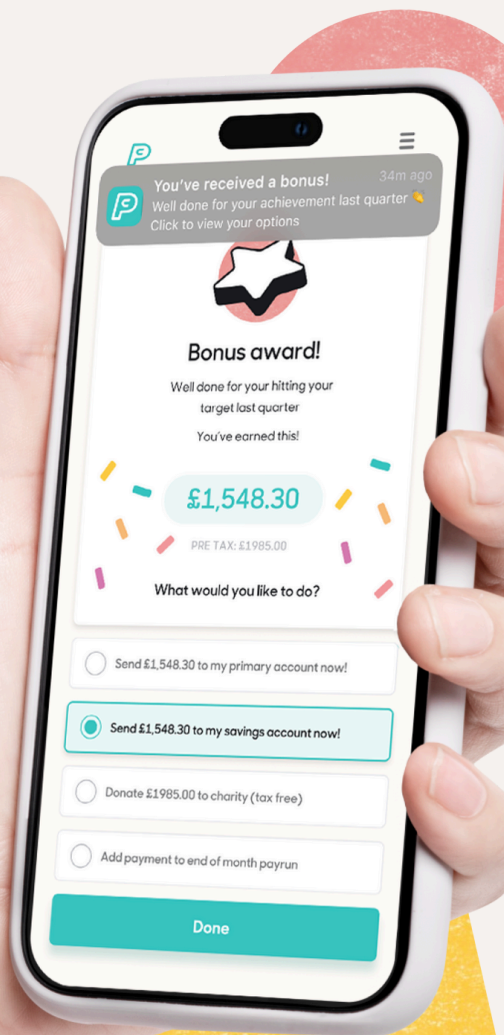
The key to choosing a new payroll provider was one which integrated well with current Roadchef processes, their new HRIS, and was a good team fit. They found themselves aligned primarily with a 'people focused' approach for the Roadchef employees.



Why PayCaptain?

A tender process recommended by a PayCaptain Partner, initially introduced the two companies.

The PayCaptain **Plain Numbers Certified Payslips and Real-Time App** were a refreshing change for Roadchef, having previously received paper payslips by post. The previous payroll providers errors were prolonged with this approach, but with PayCaptain, Roadchef could **promote financial wellbeing** and **offer payroll savings** and give free in-app **access to emergency cash** (covered by PayCaptain).



Integration

With their current HRIS - ElementSuite
Self-Built and Maintained Integration by PayCaptain
Seamless and real-time updates

Real-Time App

In-App Notifications for Payroll Changes
From Tax Codes to Overtime - all logged in one place
Payslips available On-Demand at the touch of a button

Financial Wellbeing

Instant Payroll Savings
Access to Emergency Cash free for all Employees
Genuine Wellbeing at the heart of the business

Net Zero

Assist in Net Zero Reporting Procedures
Reduction of Scope 1 & 2 Emissions
Partnership with The Future Forest Company



PayCaptain Results

How did moving to PayCaptain
make efficiencies in the payroll
process?



Cost

£5,000+

Savings on postage

£47,197

Amount saved in Fees
by our Free-To-Access
Emergency Cash

£0

Money spent on
external Tech
Implementation Fees

Accountability

8.5 Hours

Average Response
Time for Instruction
Approval

141%

Increase in Employee
Financial Wellbeing
through Savings

Efficiency

<99.98%

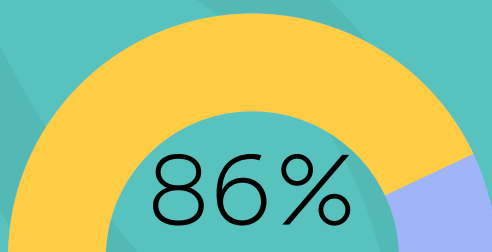
Improved Payroll
Accuracy

59 Hours

Per Month Saved on
Processing Time

0 Hours

Wasted on missing
payslips



Employees actively
using PayCaptain

Testimonials

What payroll should feel like: The Roadchef team share how PayCaptain has improved their payroll process and employee financial wellbeing.

01

Laura Bunn - HRD

“Having looked at numerous payroll providers over the years we knew the complexities involved and having experienced payroll errors we were clear that we could not afford to get this wrong. At the start of the process meeting with vendors we were blown away with PayCaptain, they were hugely approachable, understood the complexity of our business and wanted to assure us of how the service they provided would make our lives easier.”



02

Rachel - Payroll Manager

“Implementing a new payroll system, is every payroll managers dream right? The overhanging dread of that first pay run, was quickly taken away by the knowledgeable, confident, proactive team at PayCaptain. What was all the fuss about, putting in a new payroll system was a breeze !! Everything about PayCaptain is such a pleasure to work with, whether it is the portal, the people, the CEO. Always on hand to help, always a step ahead with financial wellbeing and ensuring employees are paid correctly - having the same work ethic is so refreshing.”

03

Elise - Site Director and Employee

“The move to PayCaptain has been a real transformation for my team. The app is so easy to use and employees can see the number of shifts they have worked and the how much money they have earned in an easy, clear way. Payslips are available before their money goes into their bank which is a real benefit and payslips and P60s are easily accessed on-line. Having everything in one place and an easy app for employees to use has transformed the way we pay our teams.”



About Us

Founded in 2020 by Simon Bocca, PayCaptain was born to fix what traditional payroll systems got wrong: clunky processes, poor employee experiences, and little regard for financial wellbeing. Backed by industry leaders with combined payroll and HR tech experience, our team set out to transform payroll into a force for good.

We believe getting paid should be simple, empowering and stress-free. That's why we've built an intelligent, cloud-based platform with built-in financial wellbeing tools, clear communication, and seamless integrations.

As the world's first B Corp-certified payroll provider, we're committed to doing business the right way - prioritising transparency, sustainability, and positive impact for people and the planet.



Simon Bocca
CEO & FOUNDER



Anna Buckle
Director of Operations & Impact



Mike Fisher
Director of Sales & Partnerships



Sheryl Steele
Director of Operations & Business Performance



Stacey Heathcote
Director of Payroll



Sarah Rayment
Director of Business Support



Michael Taylor
Director of Technology

