

# Krispy Kreme

United Kingdom & Republic of Ireland



Krispy Kreme began selling freshly made doughnuts in the USA in 1937 and opened their first UK store in 2003. Today, there are more than 1000 stores worldwide, specialising in the production and sale of their delicious, glazed doughnuts.

When it was time for Krispy Kreme UK to replace the payroll system, they looked at a variety of software packages to ensure they selected the system that was best suited to their needs. As a multi-function organisation, with 2000 employees in the UK and Ireland, they wanted a system that could cope with multi-sites and process both hourly paid and salaried employees. Added to this was the requirement for Irish payroll processing and the ability to pay in Euros. Following an evaluation of several systems, the decision was made to select Frontier Software's ichris payroll. Sarah Sally, People Services Manager at Krispy Kreme, felt the decision was made easier because ichris offers multi-currency software on a single database, along with a user definable organisation structure that can cope with multiple sites and can be added to at any point in time.

The Frontier Software implementation consultant addressed all the challenges facing Krispy Kreme. Taking their time and going through everything needed to set up the system, the consultant involved the Krispy Kreme team every step of the way. They also undertook thorough testing to ensure the system met the detailed specifications and user needs. Sarah commented: "Frontier Software provide a highly functional payroll solution that is user friendly and can be set up to any company's specifications, and at a highly competitive cost."

Krispy Kreme also took advantage of Frontier Software's HR<sup>21</sup> Self Service portal to deliver on-line payslips to their employees.

Following the ichris implementation, one of the immediate benefits seen by the Krispy Kreme team was that the payroll was a lot easier and quicker to run with the new software.

Sarah added, "Frontier Software offer continued support and help after implementation ... ichris is extremely user friendly and one of the best payroll systems I have ever used".

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Sarah Sally, People Services Manager,  
Krispy Kreme



## FAST FACTS

**Industry Sector:** Retail

**Headcount:** 2000 Employees

**Customer since:** 2022

**Delivery Method:** Hosted

**Solution:** Payroll, Multi-Country,  
Multi-Currency, Self Service

**Country:** United Kingdom & Republic of  
Ireland

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



Human Capital Management  
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