

Business Case

Presentation outline for business owners and partners

“The association has provided me with a supportive community where I can connect with other bureau managers, share insights, and stay up to date with the latest industry trends. The knowledge and resources I’ve gained have helped me improve my services and feel more confident in running my business.”

— Beata Klejszta. Bureau leader and payroll consultant

Strategic support to help you run a smarter, more profitable payroll bureau

In an increasingly competitive and highly demanding payroll services market, the pressure is on to deliver exceptional client service, maintain compliance, drive efficiency and still grow profitably.

Our mission at the Association of Bureau Managers (ABM) is to provide you with the help to do just that. The ABM is the only UK membership body focused exclusively on building a community to support the leaders of payroll bureaus.

By joining, you're not just investing in your team's development, you are equipping your whole business to deliver sharper services, scale sustainably, and stand out in the marketplace.

What does your business gain?

A stronger, smarter payroll team:

Your team gets direct access to high-value learning and expert insights via 10+ topical webinars per year (free for members). This keeps them sharp, confident, and capable of handling evolving compliance, technology, and client challenges.

A voice where it matters:

ABM represents your interests with HMRC, software vendors, and pension providers, giving your business a seat at the table in shaping industry direction and improving supplier relationships.

Benchmarking that drives better decisions:

Tap into real-world benchmarking data from peer firms - from revenue per payslip to team structures and software use - so you can assess your performance and improve operational efficiency.

Stand-out recognition:

Access to our Bureau Excellence Awards and future Accreditation Pathway helps position your bureau as a quality provider, reassuring existing clients and attracting new business.

A real-world network of experts:

Through our private WhatsApp group, national conference, and regional roundtables, your team can troubleshoot, share ideas, and learn from other experienced bureau leaders in real time, reducing isolation and unlocking practical solutions faster.

Driving industry innovation:

Be part of shaping the future of the payroll bureau sector, through shared insight, collaboration, and direct influence on how the industry evolves.



What's the return on investment?

Membership of ABM helps your bureau..

- Improve service delivery and operational efficiency
- Build a more skilled, connected and commercially savvy payroll team
- Attract and retain better quality clients by demonstrating excellence
- Increase turnover and enhance profitability

Businesses that actively engage in professional communities grow 2x faster, because they make better decisions, avoid costly mistakes, and stay ahead of industry change.

A better bureau means a better client experience

ABM membership doesn't just benefit your business - it directly improves the service your clients receive.

- Faster, more confident responses to complex payroll queries
- Access to the latest thinking and compliance updates
- Greater consistency, efficiency, and professionalism across your team
- Reassurance that their provider is nationally connected, accredited, and committed to quality

Being more informed, more resilient, and more trusted helps your clients too. Whether you lead the bureau or run the business, ABM membership is a strategic asset. It helps you build a payroll service that's more capable, more connected, and more commercially competitive - with better outcomes for your clients and your bottom line.



Value for money

Membership is firm-wide and scaled to your size, ensuring value at every stage of growth. Compared to the cost of individual learning or consultancy, it represents a high-value return.

Type of firm	No of Delegates	Annual Membership
Small Accounting Firm	1	£395
Medium Accounting Firm	2	£595
Large Accounting Firm	3	£985
Sole Trader/Consultancy	1	£295
Pure Bureau	2	£395
Super Bureau	5	£1295

“Joining the Association of Bureau Managers has connected me with a valuable network of peers I can rely on for advice anytime. It has also given me the confidence to significantly grow our payroll revenues.”

— Helen Connell. Payroll Manager at Trevor Jones & Co



What is included for the member?

Continuous support through a wide variety of purpose driven activities



Private WhatsApp community

Open to allow members to interact with each other on a range of work-related topics. We run polls to quickly assess member attitudes to current issues and the community comprises sub-groups for all the commonly used software platforms.



Monthly webinars

Monthly open webinars where we bring in experts to inspire, train, and inform members on hot topics from well-being and leadership skills to practical strategy and industry insight. All webinars are free to members.



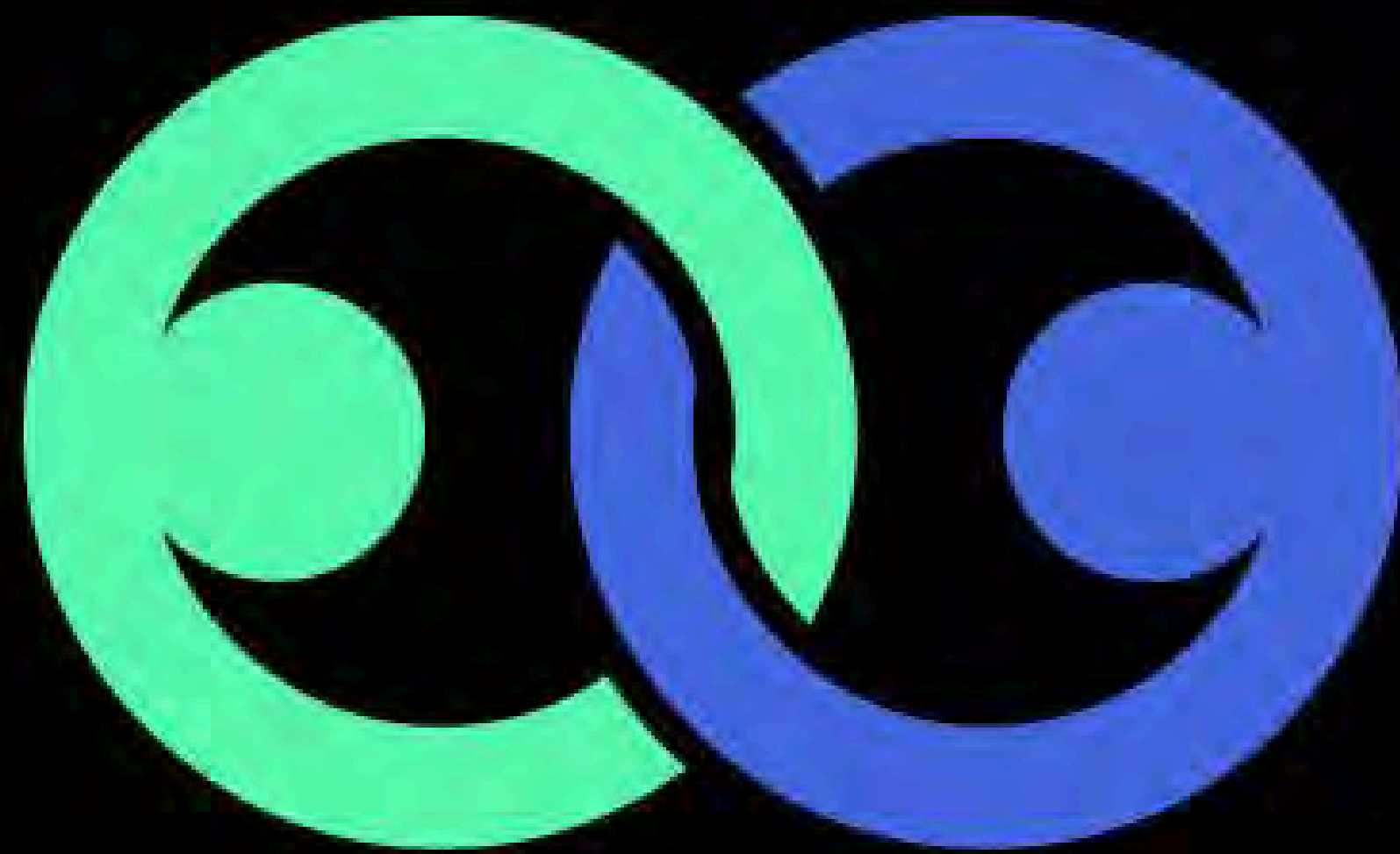
Regional roundtables

Open to allow members to interact with each other on a range of work-related topics. We run polls to quickly assess member attitudes to current issues, and the community includes sub-groups for all major software platforms. Regional roundtable meetings and the annual conference are also heavily discounted for members.



Annual conference and awards ceremony

A key annual event to learn, share ideas, and connect with professionals across the payroll industry. It's also a chance to recognise and celebrate the hard work of bureau leaders nationwide. Members benefit from discounted ticket prices.



Vendor Partnership Initiative

The VPI gives ABM members a stronger, collective voice with key vendors through a structured channel for feedback and dialogue. It reduces fragmented messaging, surfaces issues earlier, improves clarity around change and roadmaps, and shares practical learning across the whole community, so bureau leaders don't have to solve problems alone.

“Attending the round table meetings is genuinely invaluable. The open discussions create a supportive environment where you can share experiences, ask questions, and hear how others are tackling the same challenges.”

— Avril Craig. Payroll Director, Henderson Loggie LLP

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