

Frequently Asked Questions

Can you work with our existing payroll software?

Yes. Bloom works with a range of payroll systems and can support organisations using their existing software where appropriate. We process payroll, review payroll outputs, and provide compliance support without requiring you to change systems. Where a system no longer meets your needs, we can also advise on suitable payroll solutions and support a smooth transition.

Can Bloom process Excel payroll?

Yes. Many SMEs and professional firms initially manage payroll using Microsoft Excel. Bloom can securely process Excel-based payroll while maintaining the same standards of accuracy, confidentiality, and statutory compliance. As your organisation grows, we can also support the transition to a dedicated payroll system where this becomes beneficial.

How long does implementation take?

Implementation typically takes between one and three weeks, depending on the size and complexity of your payroll. The process includes reviewing your current payroll data, verifying statutory registrations, configuring employee records, conducting a parallel payroll test where necessary, and agreeing a monthly payroll calendar. Our objective is to ensure a smooth transition with minimal disruption to your operations.

Do you file statutory returns?

Yes. As part of our outsourced payroll service, Bloom prepares and files all applicable statutory payroll returns within the required deadlines. This includes PAYE, NSSF, SHIF, Affordable Housing Levy, and other employment-related statutory obligations where applicable. We also provide confirmation that filings have been completed and can assist in responding to payroll-related compliance queries.

Can you process confidential executive payroll?

Yes. Payroll confidentiality is one of our core principles. We understand that executive remuneration requires a high level of discretion and professional handling. Employee payroll information is processed securely, with access restricted to authorised personnel only. Whether processing payroll for a small professional practice or a larger organisation, we maintain strict confidentiality throughout the engagement.

Can you manage payroll for multiple branches or companies?

Yes. Bloom can manage payroll for organisations operating across multiple branches, locations, projects, or legal entities. We can accommodate different employee categories, cost centres, payroll schedules, and reporting requirements while providing consolidated management information where required. Our Enterprise Payroll Service is specifically designed for organisations with more complex payroll environments.

What information do you require to get started?

To commence an engagement, we typically require your employee master data, salary structure, payroll policies, statutory registration details, and the most recent payroll information. During implementation, we review your current payroll process, verify statutory compliance, agree reporting requirements, and establish a delivery calendar. We guide clients through every step of the onboarding process to ensure a seamless transition.

How much does outsourced payroll cost?

Our payroll services are priced according to the number of employees, the complexity of your payroll, and the level of support required. Bloom offers three service tiers—Essential, Professional, and Enterprise—with scalable pricing to suit organisations of different sizes. Following an initial discussion, we provide a tailored quotation with no obligation.

Why should I outsource payroll instead of managing it internally?

Outsourcing payroll allows organisations to improve accuracy, strengthen statutory compliance, reduce operational risk, and free internal HR and finance teams to focus on higher-value activities. It also provides access to specialist payroll expertise without the cost of employing a dedicated payroll professional, making it a practical solution for growing organisations