



PizzaExpress UAE makes payroll runs faster and easier to review

Payroll processing has fallen from approximately 5-6 hours to around one hour when inputs and backend calculations are accurate, while cleaner customised reporting has made the final output easier for HR, Finance and leadership to review.

Customer

PizzaExpress UAE

Industry

Hospitality

Primary use

HR and payroll

Location

United Arab Emirates

Customer champion Vidya Mudaliar, Head of HR & L&D

The challenge and the change

A shorter payroll run with a cleaner result

Before Yomly

The previous HRMS managed payroll reasonably well, but each payroll run took approximately 5-6 hours. PizzaExpress UAE expected Yomly to make payroll faster while also improving reporting, dashboards and visibility across HR and payroll data. The team also needed reporting that could be tailored to simple requests. Its previous system allowed HR to choose report headers, while Yomly's standard employee report currently requires the team to remove columns it does not need.

What changed

Payroll processing now takes around one hour when all inputs and Yomly's backend calculations are accurate. The customised payroll report is clean, concise and easier for HR, Finance and the Director to review. Employees find the mobile application user-friendly, visually appealing and easier to navigate than the previous system.

Measured payroll result

5-6 hours

Previous payroll run

around 1 hour

With accurate inputs and calculations

Impact highlights

- Approximately 4-5 hours saved on a typical accurate payroll run
- A more accessible mobile experience for employees
- Cleaner final payroll output for cross-functional review
- Responsive support when payroll-related data issues arise

Results and opportunities

Faster payroll, with room to grow

The strongest gains are speed, clarity and mobile usability. The case study also records where reporting and hospitality workflows can improve.

Reporting flexibility

Yomly offers more than 300 standard reports, but the team currently relies mainly on reports customised for its requirements. Greater self-service control over report fields, stronger dashboards and BI-style reporting would add significant value.

Operational reliability

Recurring Time & Attendance and Leave synchronisation issues still require support or manual correction. Bulk uploads for increments, reimbursements and deductions could also be simpler.

A better fit for hospitality

For hospitality operators, the team sees an opportunity for Yomly to deepen support for 24-hour operations, complex shifts, public holidays, duty rosters and days in lieu. Building these capabilities with hospitality customers as standard product features could strengthen the platform for the wider industry.

"Our experience with Yomly's payroll module and customised payroll reporting has been positive, particularly in terms of speed and the clarity of the final payroll output."

Vidya Mudaliar, Head of HR & L&D, PizzaExpress UAE