

How Numan uses Bob's UK Payroll to solve payroll complexity and free HR capacity

**Founded in**

2018

Headquarters

London, UK

Employees

300

Sites

2 (London, Cardiff)

What they do

digital healthcare provider

Highlights

Numan unified HR and UK payroll in Bob to cut errors, finish payroll in 3 days, boost employee self-service, and free HR for retention work.

Numan is a digital healthcare provider offering personalised and preventive treatments for a range of health conditions. Headquartered in London with a Cardiff site and a distributed remote workforce, Numan needed a scalable, integrated platform to unify HR and payroll for 300 employees—and growing.

Already using Bob as its HCM, Numan added UK Payroll to unify HR and payroll in one platform. With data flowing seamlessly end-to-end, the company's payroll cycles are fast and accurate, employees have access to their own payslips and tax documents, and the People Team has shifted from routine admin to strategic priorities: nurturing retention and workforce resilience.

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**Sophie West**People Operations Manager, **Numan**

Scaling payroll without scaling risk

As Numan grew, payroll became a critical pressure point for efficiency. Managing 300 employees meant repeated checks, manual data entry, and a constant risk of errors, while employee questions about pay, benefits, and taxes added to the workload. For a company built on delivering seamless healthcare experiences, Numan expected the same internally. They needed a payroll system that employees could trust, Finance could approve with confidence, and the People Team could run without delays or errors.

Enter Bob's all-in-one HCM: a platform where **HR and payroll** run together, data flows automatically, and employees have visibility into their own information and documentation. With Bob, employee data flows seamlessly from HR to payroll—onboarding details and salary updates are automated, and approvals are synced and verified before payroll runs. Payroll cycles that once consumed heavy admin are now completed in just two to three days each month. Instead of chasing spreadsheets or re-entering information, the People Team processes payroll from a single source of truth.

Beyond workflow efficiency, Bob's **UK Payroll** has compliance built in: Payslips are issued automatically, while tax documents are distributed without the People Team's intervention. Employees get paid correctly and on time, while the People Team and Finance are fully aligned.

Empowering employees with self-service access

At Numan, Bob's user experience drives business value. Bob is intuitive and accessible, so employees and managers can easily navigate it. "You don't need any training to use Bob," says Sophie. "Employees just go in, book their holiday, or find their payslip—it's all self-service."

The impact starts at **onboarding**. Bob has transformed Numan's onboarding into a seamless, structured process that strengthens the employer brand. "People have said when they joined that it was a seamless onboarding experience," Sophie says. "It sets a strong first impression and builds a reputation for the company and the People team as really forward-thinking."

Before Bob, every month, the People Team were inundated with payroll queries and time-consuming checks. Employees needed help locating information, and the People Team spent hours answering repetitive questions. Now, all information is easily located in Bob. When employees and managers can access their own information confidently, it reduces friction, builds trust, and strengthens engagement. With visibility into payslips, tax documents, and payroll history, employees feel in control while the People Team receives fewer queries.



Freeing the People Team for strategic priorities

By automating HR and payroll workflows, Bob has freed Numan's People Team to focus on what matters most: building a strong, engaged workforce. Instead of troubleshooting payroll and collating compensation data, the team is planning to introduce career levelling frameworks to keep employees engaged long-term.

"With the time we've saved, we can now put energy into projects like leveling, job catalog work, and retention — the kinds of initiatives that really strengthen the employee experience," said Numan's People Operations team. With Bob's all-in-one HCM, Numan has built the foundation for a scalable People function — one that reduces admin, strengthens employee trust, and creates space for forward-looking projects that drive growth and success.

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Main takeaways

- Monthly payroll cycles are completed in just three days with Bob's UK Payroll
- UK Payroll provides Numan's people with direct access to their pay and HR information
- Bob's all-in-one HCM frees the People Team to focus on skill development and retention



Integrations	Favorite Bob features
 Zinc	 Core HR
 Carta	 Compensation
 Deputy	 Talent