

# Azzurri Group delivers accurate and timely payroll for 5,000+ staff thanks to Fourth's Payroll Bureau.



**Partnering with Fourth's Payroll Bureau team ensures Azzurri's employees are paid accurately and on time, with timely resolution of any issues.**

**100% on-time  
payroll previews**

**100% satisfaction score  
for issue resolution**

**2.6 hr average  
issue resolution**

*"With thousands of employees and multiple pay types, we need a partner we can rely on. Fourth's Payroll Bureau is fast, responsive, and understands our world. It feels like one team."*

**Jakaras Siakee**  
Assistant Payroll manager  
Azzurri Group



## Customer Profile: Azzurri Group

The Azzurri Group is one of the UK's largest and most successful hospitality investment platforms. They operate two leading national Italian full service brands, Zizzi and ASK Italian; the UK's leading quick-service Italian, Coco di Mama; Ireland's renowned fast-casual Mexican chain, Boojum; and most recently the world famous, 'mind-blowing' fried chicken brand, Dave's Hot Chicken.

**AZZURRIGROUP**

**Industry:** Hospitality

**Employees:** 5,000+

**Fourth Solutions:** Workforce Management + Payroll Bureau



## Challenges Faced:

With just two people managing payroll internally, Azzurri needed a robust partner to handle scale and complexity. Their business spans multiple brands and payment frequencies, with fluctuating rotas, holiday pay, tronc, and absence calculations that demand industry-specific expertise. Maintaining accuracy and hitting deadlines is vital—but hard to achieve without specialist support.

## Solution:

Fourth's Payroll Bureau functions as an extension of Azzurri's team. Dedicated specialists—Rebecca and Sarah—proactively resolve issues, review payroll runs, and flag risks before errors occur. The Bureau team works closely with Azzurri to manage changes, advise on legislation, and troubleshoot complex cases in real time—often within hours.

With direct phone access, regular check-ins, and tailored support, Azzurri has built a strong working relationship with Rebecca, Sarah, and the wider Fourth payroll team. The collaboration is especially valuable in fast-paced hospitality environments where things can change daily.

## Results Achieved:

### Fourth's Payroll Bureau delivers exceptional service and measurable results for Azzurri group

- 100% of payroll previews delivered on time
- Issues and queries resolved in just 2.6 hours on average
- 100% satisfaction score from 32 tickets raised
- Maintained full compliance and accurate calculations despite high volume and complexity
- Strong trust and teamwork between internal and Bureau teams

[Find out more about Fourth's Workforce Management Solutions](https://uk.fourth.com)