

## Case Study: Strategic Partnership for Back-office Solutions

### Key Highlights

- Started with 5 resources - currently, the number is 80+
- Client started with 1 end client - currently, it has 20+



Geography:  
UK



Sector:  
Back-office  
solutions



About Client:  
Back-office service  
provider for  
recruitment  
agencies

### Client Challenges:

- The client established a business providing back-office solutions, but faced difficulties finding a suitable partner capable of offering a comprehensive range of services, and expanding their customer base.
- The client encountered challenges with SMEs.
- The client was in need of an implementation manager with excellent skills in managing end clients, and driving the implementation process

## Our Solution:

- IMS Decimal supported them with back-office services PAYE, payroll, pay and bill, credit control, bookkeeping, and management accounting to their end clients.
- We also provided consultancy with the transition of their processes, and implementation of any new payroll/accounting software for the end clients.



## Our Results:

- With our continuous efforts, and result-oriented approach, the client started with 5 resources in November 2018 by outsourcing their back-office services, and 1 end client. Currently, the client has 50+ resources, and 10 end clients.
- Below are a few numbers that we achieved:
  - Number of end clients served: 22
  - Number of Recruitment Agencies: 55
  - Timesheets processed (manual + online): 422,455
  - Total temp workers paid: 312,081
  - Total in-house staff paid: 7,901



## End Client Benefits

- Cost-effective resources
- Efficient back-office solutions
- Flexibility to upscale or downscale resources with minimal notice
- Offering unprecedented customer experience by providing an extended team, rather than just offshore services



### Disclaimer:

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