

Case Study: Pay & Bill and Credit Control

Key Highlights

- Attained a decline in the number of missing payments
- Achieved perfect payroll performance, and later, credit control performance



Geography:
The United Kingdom



Sector/Industry:
Healthcare/
Construction/IT



Client Details:
Morgan Hunt -
A recruitment
business, providing
staffing solutions to
the UK public,
private and
charity sectors

Client Challenges:

- The client's applicants were not employed, but were still listed in the system; there were no P45s, which could create liabilities or compliance problems.
- The client sent complicated placement packets to the new members, which made it difficult for the candidates to complete them all at once.
- The client found it difficult to follow up with fresh candidates who were sent placement packets, but who had not yet received any specifics.
- The client faced issues with failure to receive quicker payments, because they were made after downloading the bank's daily/nightly bank statement.
- The client's insufficient remittances lead to allocation delays.
- The client was unable to prepare any data due to a roll-over, which caused a delay in creating the daily cash received sheet.

Our Solution:

- IMS Decimal analysed the situation, and took over the client's process with little instruction to make the work easier for them.
- We kept the updated placement materials ready for the fresh candidates, for their convenience.
- We started labelling the candidates as leavers (P45), if they didn't work for a continuous period of six weeks.
- We started pursuing different applicants, if they didn't disclose the setup information.
- We downloaded the bank statement from the previous day, and double-checked it to ensure that all received funds were distributed.
- We began chasing the end clients for unpaid remittances, so that allocation could be completed on schedule.
- We created a daily cash receipts log.
- We kept track of short payments manually, using the fields 'pay hours & rate' and 'charge hours & rate'.



Our Results:

- With IMS Decimal's focused efforts, we started matching the daily allocation and amount, with no payments missing.
- We achieved a decline in the number of missing payments.
- We accomplished a decline in candidate inquiries.
- We increased from 1 to 2 resources in payroll process, with a perfect payroll performance.
- We went from 1 to 4 resources in total for pay & bill, and credit control, as a result of our dedication and hard work.
- We later excelled in credit control, and received additional tasks and seats.



Disclaimer:

This case study is the property of IMS Decimal. All case studies have been inferred from actual activities. Information provided is factual and in certain cases the figures are referential. Specific client information and data are kept in confidence to protect our client's business interests. If you have any further questions or want to know more about how IMS Decimal can help your business, please email us at info@imsdecimal.com.

Fenil Shah

VP - Operations
fenil@imsdecimal.com
m +44 203 196 6669

Nicola Gray

Head of Sales - Financial Services
nicola.gray@imsdecimal.com
m +44 792 230 2338

Head Office:

1/2, Indraprasth Business Park, Near DAV School,
Prahladnagar Extension, Makarba,
Ahmedabad 380051, Gujarat, India.

IMS Decimal is an ISO 9001:2015 QMS, ISO/IEC 27001: 2013 ISMS, ISO/IEC 27701: 2019 PIMS, and ISO 14001:2015 EMS certified organisation.