



Case Study: Strategic Partnership between the Client and IMS Decimal

Key Highlights

- ▣ Support in setting up and growing the client's outsourcing business



Geography:
UK



Sector:
Recruitment - Back-office Solutions



Client:
The client is a back-office service provider for UK clients, predominantly to the recruitment agencies.

Our Solution:

- They started their operations with IMS in November 2018 by outsourcing their back-office services with 5 resources and one end client. And today, the client is now 50+ resources and 10 new end clients strong.
- We support them in providing backoffice services PAYE, Payroll, Pay and Bill, Credit Control, Bookkeeping, Management Accounting to their end clients. We also provide consultancy with the transition of their processes and implementing any new payroll/accounting software for end clients.



Few data from 2021

- Number of end clients served – 10
- Number of Recruitment Agencies served – 36
- Timesheets processed (manual + online) – 192,922
- Total Temp workers paid – 113,233
- Total Inhouse staff paid – 7,407

Client Benefits:

(which the client can provide to their end clients)

- Cost-effective resources
- Efficient back-office solutions
- The luxury of upscaling and downscaling of resources with minimal notice
- An unprecedented customer experience of having an extended team rather than an outsourced service provider



Disclaimer:

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Fenil Shah

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

Nicola Gray

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

Head Office:

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

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