

Scaling Recruitment & Back-Office 25x, While Cutting Costs By Half



Geography

United Kingdom

Industry

Recruitment

Services

Pay & Bill, Credit Control, Bookkeeping,
Management Accounting

Client Tenure

8+ Years

Case Study Period

12 Months

Team Size

119 Resources

Client Profile:

A leading UK firm providing contractor accountancy and payroll solutions, specialising in bespoke services for contractors and freelancers. They support both sole traders and growing businesses, offering tailored solutions for temporary labour supply chains, while managing payroll and compliance complexities.

Solutions:

- Set up a captive delivery centre in India featuring an exclusive workspace for client operations.
- Scaled teams flexibly to meet monthly volume fluctuations.
- Added compliance and taxation services in 2023 to meet growing needs.
- Implemented Standard Operating Procedures (SOPs) and automation to improve turnaround time and accuracy.
- Integrated performance framework, enabling team members to progress into leadership roles.
- Delivered real-time operational reporting for full transparency.

Client Objectives:

- Establish an India-based captive delivery centre to scale UK recruitment and back-office operations.
- Manage rising contractor volumes and payroll complexity without compromising quality.
- Streamline timesheets, payments, and compliance to boost accuracy and speed.
- Seek a high-value alternative to infrastructure investment, while maintaining control and quality.
- Partner for operational support and long-term talent growth.

Impact:

- Increased overall business growth by 800% from inception to June 2024.
- Enabled 200% year-on-year business growth in the second year.
- Expanded business capabilities nearly 25 times across multiple domains.
- Increased quarterly revenue from £14,000 to £355,000.
- Served 60+ end-clients, and supported 100+ recruitment agencies.
- Client 1: Ledger balance increased from £818K to £1.74M; DSO reduced from 79 to 58 days; >90-day aged debt kept below 5%.
- Client 2: Ledger balance grew from £180K to £537K; DSO reduced from 45 to 25 days; >90-day aged debt consistently under 2%.

2024 Performance Data

Month	Total TS Processed	Total Temp Paid	Total Invoices Raised
Jan '24	40,587	25,300	3,934
Feb '24	55,033	34,508	5,787
Mar '24	46,391	28,781	4,760
Apr '24	55,652	34,631	5,436
May '24	45,494	29,573	4,476
Jun '24	44,844	29,126	4,671
Jul '24	45,485	29,802	5,472
Aug '24	53,273	34,163	5,399
Sep '24	43,376	27,524	4,794
Oct '24	42,530	27,774	4,962
Nov '24	53,360	34,736	5,974
Dec '24	47,288	27,714	4,721
Total	5,73,313	3,63,632	60,386