ims DEC!MAL

Reduced Aged Debt by £1M, and Cut DSO by 45% with a Scalable Outsourcing Model

Geography
United Kingdom

Industry
Healthcare Recruitment & Staffing

Services
Payroll, Credit Control, Accounts Payable, Bookkeeping, Management Accounting

Client Tenure
6 Years

Case Study Period
12 Months

Team Size
30

Client Profile:

A top allied healthcare professionals agency offering tailored recruitment services to locums and permanent job seekers worldwide.

Solutions:

- **Deployed 3-member** team to manage timesheet processing, expanding to **15+** handling full payroll.
- Introduced reconciliation templates and folder structures to correct allocation and misposting issues.
- Took over credit control with structured follow-ups and clear coordination across teams.
- Reduced 60+ day outstanding from **£1.1M to £50k, and DSO from 60 to 33 days in 2 months.**
- Cleared significant AP backlogs, and ensured timely supplier payments.
- Delivered overdue management accounts within 2 months, and maintained monthly reporting cadence.
- Created end-to-end SOPs and process maps to improve onboarding and knowledge transfer.

Client Objectives:

- Refocus on core business by outsourcing transactional finance processes.
- Eliminate invoicing errors, and speed up query resolution.
- Reduce ageing receivables, and improve cash flow.
- Clear backlogs across credit control, AP, and management accounting.
- Build a reliable, low-attrition offshore team to manage recurring processes.

Impact:

- Achieved zero attrition in the outsourced team over 4 years, improving continuity and knowledge retention.
- **Reduced DSO by 45%,** and over £1M recovered from ageing debt within 60 days.
- **Cleared 4+ months of backlog** in management accounts, and achieved real-time reporting.
- **Improved process visibility** through detailed documentation and reporting flows.
- Expanded seamlessly from a single service line to full-scale finance operations outsourcing.