

## Zero Delays, Error Reduction in Compliance Operations



### Geography

United Kingdom

### Industry

Umbrella

### Services

Payroll & Compliance

### Client Tenure

12 Months

### Case Study Period

12 Months

### Client Profile:

A UK-based company specialising in payroll and compliance services for contractors and recruitment agencies across diverse sectors. The firm delivers Umbrella PAYE, CIS (Construction Industry Scheme), and PEO (Professional Employment Organisation) solutions, ensuring precise and timely payments in line with HMRC regulations. They also provide comprehensive support in accountancy, taxation, legal matters, and HR functions.

### Solutions:

- Streamlined task tracking using Salesforce and shared Daily Progress Reports (DPR) for real-time visibility.
- Introduced a Second Eye Review process to enhance accuracy and quality control (QC).
- Implemented daily follow-ups twice with candidates to ensure timely submission of compliance documents.
- Conducted bi-weekly catch-up calls to maintain alignment, review progress, and gather feedback.
- Rolled out a standardised onboarding toolkit to reduce turnaround time, and improve data accuracy.

### Client Objectives:

- Address operational backlog in compliance documentation and communication.
- Improve turnaround time for Key Information Documents (KID) and follow-ups with candidates.
- Eliminate errors in compliance tasks, while maintaining quality benchmarks.
- Introduce structured backup support to mitigate resource gaps.
- Ensure consistent communication and performance tracking for continuous improvement.

### Impact:

- Achieved 100% SLA adherence for end-client deliverables across all compliance tasks.
- Reduced operational errors by 90%, driven by systematic QC and process control.
- Ensured 100% CIS compliance in accordance with HMRC guidelines.
- Enhanced end-client satisfaction through consistent accuracy and faster document turnaround.
- Streamlined candidate onboarding, enabling quick and compliant integration of new hires.

## 2024 Performance Data

Month	KID prepared and issued	New Credas issued	Voodoo adhoc	Contractor + Assignment	Email Communication	Documents adding
Sep-24	184	245	197	491	947	0
Oct-24	355	158	200	501	332	522
Nov-24	304	91	101	423	223	400
Dec-24	306	61	81	322	270	316
Jan-25	416	63	143	522	361	371
Feb-25	484	92	123	416	383	448
Mar-25	406	86	172	428	235	376
Apr-25	365	104	168	358	232	443