

Workwell Outsourcing

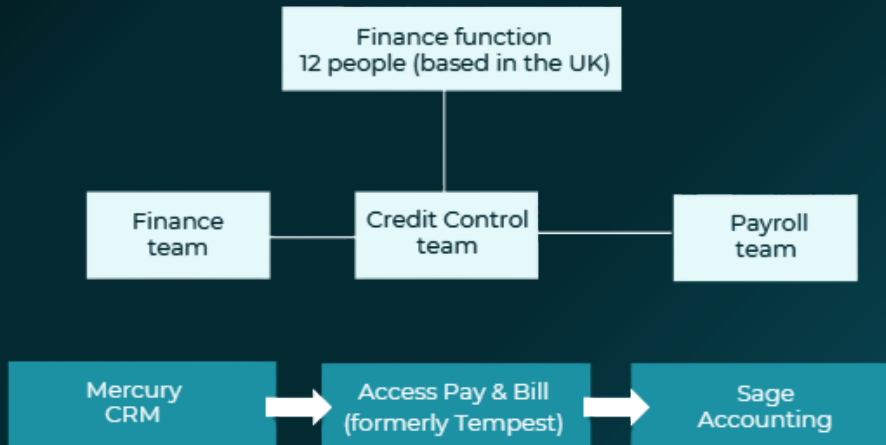
Case Study

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Back-office transformation



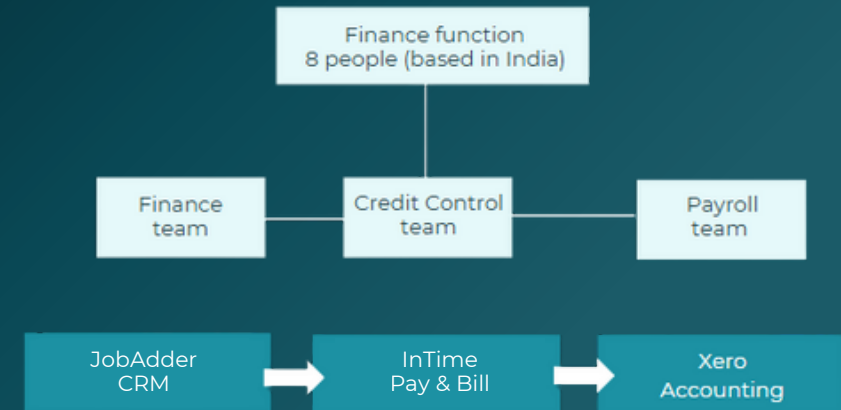
Before



The objectives were:

1. Change CRM from Mercury to JobAdder.
2. Integrate CRM to Pay & Bill.
3. Change Accounting system from Sage to Xero.
4. Standardise processes for scale and outsource all of them.
5. Reduce back-office costs by 40%.
6. Use one Umbrella provider to improve compliance, transparency and service.

After



The outcomes were:

1. JobAdder was implemented and data ownership moved upstream to consultants – one source of data, leading to reporting consistency.
2. Purpose built and tested integration with JobAdder to InTime, which is now sold to customers as standard!
3. Sage changed to Xero with required analytics at consultant level.
4. All manual processes have been removed.
5. Back Office costs reduced by 40% and the service experience was much better and DSO also improved by at least 3 days.
6. Workwell as majority provider for umbrella and LTD services.