



For Businesses

CASE STUDY

GBS MODEL IMPLEMENTATION

FOR GLOBAL RECRUITMENT AGENCY

OVERVIEW

The client is one of the largest and fastest growing companies in its industry, comprising of a network of 25+ brands grown through mergers and acquisitions. In order to build a scalable business model, the client wanted to set up a Global Business Services (GBS) structure.





BUSINESS CHALLENGES

- ✓ Transitioning from a long withstanding region/entity-based structure
- ✓ Build a plug-and-play model to easily integrate services for newly acquired brands.
- ✓ Ensure continuous improvement of current processes to increase team efficiency, implement smart automation and build a scalable business model.

QX SOLUTION

In order to bring about organisational transformation for the client, QX followed a unique Transition-Improve-Transformation model:



Transition: For the first six months of our partnership with the client, the QX team worked on process mapping, identified client requirements, did an in-depth risk analysis and did a comprehensive process baselining.



Stabilise & Improve: In the 6 to 18-month period, the QX team focused on introducing ISO, monitoring processes, collecting feedback and ensuring continuous improvement.



Transformation: 18 months into the partnership, QX moved into the transformation phase – bringing about smart automation, benchmarking and continuous process improvement.

TOOLS AND TECHNOLOGY IMPLEMENTED:



Bank Download Tool - The tool enabled the client to automate downloading of daily cash receipts from over 20 bank accounts



PO Update Tool – This tool has helped client to eliminate manual efforts of updating PO number on invoices



VMS Timesheet Tool - This tool has helped our client to automate “Timesheet Download and Upload” process

BENEFITS

OVERVIEW



- ✓ **17M+ GBP** savings delivered till date
- ✓ Consolidation of Services through Outsourcing model into one center
- ✓ Moving from a region/entity based to process-based structure

PAYROLL

99.97% ACCURACY,

Processed 365,000 timesheets annually

3 NEW BRANDS ADDED,
without increasing FTE count

27% REDUCTION
in query rates

67% REDUCTION
in unbilled amount

ACCOUNTS RECEIVABLE AND CREDIT CONTROL

76% REDUCTION

in 90+ aged debt of ledger balance

62% REDUCTION

in total unallocated cash on direct and self-bill accounts

21% DECREASE

in DSO (Days Sales Outstanding)

104% COLLECTION

against the target

97% REDUCTION

in suspense balance



ACCOUNTS PAYABLE

99.7%+

accuracy in invoice processing

99.3%+

SLA compliance

60%

reduction in average open tickets



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