



# G4S Policing Solutions chooses giant precision for end-to-end bill and pay

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—Joanne Guy, office and administration manager, G4S



What's at the heart of business success for the team at G4S Policing Solutions? A clear focus on the customer, solutions expertise and maintaining long-term performance. That's why G4S chooses **giant precision** to optimise its timesheet processes and maximise the reliability of its bill and pay systems.

Contractors at G4S Policing Solutions submit their timesheets on a monthly basis – by fax – straight into **giant's** advanced OCR system which automatically reads them and puts the data directly into the **giant** system online. According to Joanne Guy, office and administration manager at G4S, the **giant** solution allows her team to have up-to-date information right at their fingertips. "We just log on to see all the information we need within a few clicks. It's all right there."

The use of OCR technology has improved timesheet readability and the number of queries has dropped significantly. "Although user errors can still happen," explains Guy, "we can now see the timesheet and associated data online and therefore deal with any issues much more quickly. We can see exactly what has been sent and that makes it much easier for us to answer questions and resolve any errors."

"The system is easy to use, clean and smart. And with everything online, our volume of paperwork has reduced too."

G4S Policing Solutions finds **giant precision** extremely efficient, with very little administrative input needed each month. What's more, it has reduced exposure to staff absences, as Guy explains: "Because it is such an intuitive system, most tasks are highly transferable to anyone outside the department, if needed. At the same time, security is always maintained as we can set up appropriate access rights really easily."

The credit control department has also benefited from using the new system. The ability to check timesheet details online (such as rates and hours) enables the team to process payments and queries more efficiently – ultimately helping to improve cash flow by reducing debtor days. They are also in a better position to manage exceptions – such as a missed or delayed expenses payment – and they can easily raise a credit note or send a salary advance as and when needed.

On a day-to-day basis, G4S Policing Solutions works closely with the team at **giant**. "It is easy to provide feedback to **giant**, even when we want system modifications or enhancements. We just click a button, send through the information and get feedback really quickly from our account team."

The G4S verdict? "Once the system has been set up, it doesn't matter whether we have one or thousands of contractors – it just works. It is easy to use and really trustworthy. We now spend less time on admin, have fewer queries to answer and have better information at our fingertips."

## about g4s policing solutions ltd

G4S Policing Solutions (formerly RIG Police Recruit) was acquired by G4S in October 2007. It's the UK's leading recruitment agency specialising in temporary and permanent police jobs and roles. Established in 2002, it has in excess of 11,000 former police officers and civilian specialists on its books. G4S Policing Solutions provides staff to police forces across the UK as well as overseas.

## about giant

Established in 1992, **giant** specialises in providing services to recruitment agencies and temporary workers. The **giant precision** range of agency back office services includes timesheet management, billing, payroll, self-serve web portals, background checking, contract management and BACS disaster recovery.