



RIG has information at its fingertips and a system to support its growth

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Recruitment Investment Group Ltd (RIG) starts and builds staffing businesses. Its strategy for success is underlined by the outsourcing of non-core processes through its subsidiary RIG Recruit Finance Ltd. RIG uses **giant precision** to manage the timesheet, bill and pay systems across several of the group's businesses. Finance director Stuart Goldup discusses how this solution provides the scalability, instant access to information and integration to the front-end systems demanded by RIG.

In its early days, the company first outsourced its timesheet, bill and pay systems. However, as time went on, RIG found that the manual procedures used by its provider created ever more errors and queries. And so RIG began the search for an alternative solution.

RIG was initially attracted to **giant's precision** solution because of its automated processes. "We liked the way it can take OCR-read timesheets and the way the technology can deal with high volumes. It has an all singing, all dancing fax processor – but can also take data in other forms such as CSV files," explains Goldup.

The **giant** system gives RIG users instant access to information. For sales consultants, who deal with contractors on a day-to-day basis, the ability to access a live system and view timesheets has been a boon. They are now able to answer contractor queries and understand timesheet data in real time – making them more responsive and effective in their work.

The system has also impacted the administration team which no longer deals with such high volumes of timesheet queries. In fact, the processing team at **giant** manages the administration of many timesheet queries for RIG, reducing the administration even further.

Another important benefit is the way the **giant** system interfaces with RIG's outsourced front office system. As Goldup explains, "When a timesheet is received, the **giant** system reads the data from the placement record in the front office system – such as contract terms and agreed rates. This means that it does not need to be keyed again when processing the timesheet. This single point of data entry has taken a layer out of the process and cut the error rate."

Goldup adds: "Thanks to the in-built counterbalances in the system, timesheets get processed accurately in the first place and avoid the kind of mistake that can impact both customer and contractor."

The scalability inherent to the system is a further advantage. "Knowing we have a system that will enable us to grow is fundamental," says Goldup. "With the **giant** system, I know that I could double the size of our contractor base overnight without worrying about timesheet processing."

As for implementation, the finance director explains: "We have been through the process three times with our Police, Energy and Vets businesses. What is clear is that the greater our input up front, the better the final outcome. While many of our processes are standard, there are several that are unique – including the interface to other systems. A detailed specification and robust testing have helped us get where we want to be with **giant**."

about RIG

RIG is a company that invests in and grows niche start-up staffing businesses, mainly focused on temporary placements. It is a privately owned company whose aim is to help individuals grow their own companies rapidly and create real wealth for themselves and their employees.

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.