



# Reed Health uses an end-to-end solution for timesheet, billing and payroll management

"Keeping up with the latest legislation is particularly complex and time-consuming. Now **giant** does all of that for us." –Gary Cox, finance director, Reed Health

Reed Health is one of the UK's leading providers of temporary employees to the health sector, after nearly 40 years of operating in healthcare. Since 2004, Reed Health has used **giant precision** as the end-to-end solution for its timesheet, billing and payroll management.

Reed Health's finance director Gary Cox likes to know that his support systems are reliable and robust. "When I joined the company in 2006, I was really impressed with what I saw from **giant**. The system attributes were good. It was a first-class timesheet, bill and pay system. It also interfaced well with our own booking systems, providing vital validation."

The **giant precision** system is accessed through online portals, so Reed Health's clients, temporary workers and staff can enter data and review records easily and quickly. "Our clients can simply go online and look up copies of their invoices, and then drill down to the actual timesheets," explains Cox. "They can extract summary data and look up information if they want to. With approvals also being done online, we can see when payments are on the way from our clients."

This ability of customers to 'self-assist' has positive ramifications for the Reed Health team. The number of calls and queries to its credit control department has fallen off, as customers are able to verify their own invoices. There is no need to print and send copy invoices and timesheets. Customers are able to do it themselves through online portals.

With **giant** managing the payroll, Reed Health needs no longer worry about managing weekly and year-end payroll processes either. "Using **giant precision** has not totally removed the need for a payroll function, but it has minimised it. Keeping up with the latest legislation is particularly complex and time-consuming. Now **giant** does all of that for us."

Reed Health's temporary employees have Reed Health timesheets and Reed Health payslips, so **giant** is invisible. Says Cox: "Our clients and workers aren't really interested in how it happens, as long as it happens efficiently." Up to 4,500 manual timesheets are faxed through every week. These go direct to **giant**, are read by **giant**'s OCR technology and, with a first-time data-capture success rate of over 90%, the cost and errors of manual keying are reduced.

"Everything is done electronically and we've been able to cut our paperwork right back," Cox states. "That's good news for customers and temporary employees. The paperless environment helps support Reed Health's green agenda."

Working closely together has built a strong, long-term relationship between the two companies. "We have a single point of contact at **giant**, which is really effective, as that person can get to know us and understand our business. I also meet quarterly with the MD – it's refreshing to see a company that is genuinely concerned about its customers."

Cox is impressed with the way **giant** responds to requests for change. "We wanted to add a travel and subsistence element to the daily earnings – which meant changing both the processing and the actual timesheets. We told **giant** what we wanted and they went away and created a work specification. I found this a really useful process that meant we all understood and agreed up-front what needed to happen. We ended up getting exactly what we asked for."

He concludes, "the whole process runs effectively on the back of really good systems. For a finance director, there's always a lot going on. With **giant** on board, the timesheet, payroll and billing process is one less thing to worry about."

## about reed health

Reed is one of the largest and most successful recruitment, consultancy and management services within the Health, Social Care and Medical specialities. It has a network of branches across the UK and several overseas branches and has been operating in healthcare for nearly 40 years.

## 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.