



RECRUITMENT INDUSTRY RELEASE

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£1 Million 90-Day Debt Cut To £30,000

After RSG Turns To Topaz Credit Control

Like most companies carrying a significant amount of debt – close to £1 million on 90 days - the Recruitment Solutions Group found the situation was having an increasingly negative impact on the health of the business.

Making this situation even more worrying was that RSG's credit control was factored out so the company had minimal control over the sales ledger function - and the problem was compounded by reports that were out of date by the time they arrived.

The obvious solution was to bring credit control in house and that is what RSG has done with the help of Topaz - in the process achieving impressive results in both the quality of its management reporting and reduced debtor days.

Outstanding debt has been reduced "massively" according to RSG software manager Helen McCallum, with 90-day debt having dropped to an amazing one-thirtieth of what it was - down from nearly £1million to a little over £30,000.

The reason for such a dramatic impact is that the Topaz Credit Control module is unique in that it is both proactive as well as reactive. As such, it has become widely recognized as the ultimate IT tool to improve cash flow.

Features that set the Topaz module apart and converted RSG to a user are –

- The facility to control and record all credit controller activities, enabling pro-active credit control in generating diarised events for new accounts, first account invoice, regular call cycles, change on credit limit, on stop, exceeding the credit limit and recording chase letters sent.
- The ability to forecast and target credit control on debtor days, cash receipts and days' sales outstanding, so providing an unrivalled level of detail to facilitate management performances.

RSG is a major source of qualified personnel for the public and private health sectors. The agency makes up the UK shortfall in trained staff by recruiting via agents in Australia and South Africa as well as more locally at its headquarters in Ilford and branches in Hammersmith, Leeds and Birmingham.

With four branches and a turnover of between £20 to £30 million, the one real problem that refused to go away for RSG was credit control – hence the cash flow issue.

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“As soon as we saw the Topaz product, we realised that its functionality was excellent and would meet our needs. Previously we had little influence over credit control procedures due to the work being factored, and the reports we got back were often delayed,” says Helen McCallum. “Now we have access to management reports that are up-to-date and available whenever they are needed.”

Yet another influencer in RSG’s decision to go the Topaz Credit Control and Sales Ledger route was the firm’s decision to select the Tempest pay and bill solution.

“The seamless integration between Tempest and Topaz Financials, enabled us to bring our credit control back in-house,” says Helen McCallum. “No other accounting package has that sort of relationship with Tempest.

“Management reporting is much easier now and we can pull off the information in the format we want, rather than have to put up with something designed by someone else who doesn’t appreciate our specific needs. In short, we have control over every aspect and that in turn has enhanced our efficiency enormously. The credit control staff love the Topaz product’s functionality and ease of use,” adds Helen McCallum.

In particular she points to the ability to email a timesheet copy to a customer while dealing with an invoice query over the telephone, and the automated and escalating chase letters which is a key proactive feature of Topaz credit control.

“But probably the biggest benefit is that from credit control we can drill down to see the image we want, ” insists Helen McCallum.

So far RSG has implemented System Administration, Sales Ledger, Credit Control and Interface modules from Topaz.

“We are now looking at the other Topaz modules too – up to the full accounting suite, ” says Helen McCallum.

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For further information about what Topaz products could do for your company, please contact Laurie Chivers at laurie.chivers@topaz.co.uk or alternatively give Laurie a call on 01773 531551. You can also visit the Topaz website on www.topaz.co.uk