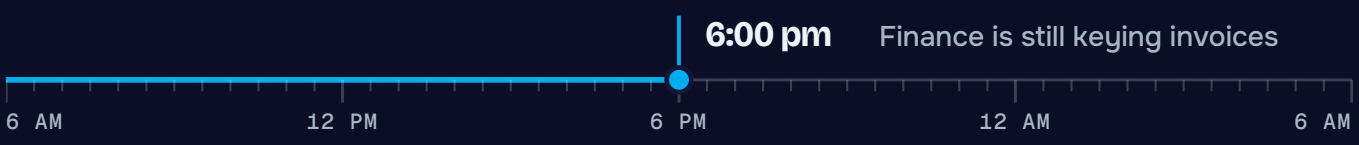
Web Vijayi

SERVICE BROCHURE

# Back office **outsourcing** services

A trained team takes on the paperwork. Your people keep the decisions.



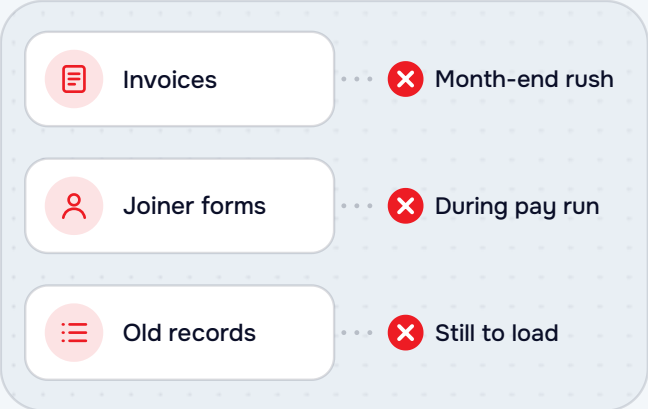
# Who it is for

Medium and large businesses whose paperwork has grown faster than the team, and whose work follows rules you could write down.

- FINANCE DEPARTMENTS
- HR AND PAYROLL TEAMS
- SHARED SERVICE CENTRES
- FIRMS MOVING SYSTEMS

## When the paperwork outgrows the team

- Finance spends month-end keying invoices when it should be reviewing them.
- HR has to get a hiring wave through on top of the usual pay run.
- Years of records wait to be checked and loaded into a new system.




BEFORE: WORK PILING UP ON YOUR OWN TEAM

## What we take on

A trained outside team takes over the repetitive office work behind your business, such as data entry, bookkeeping, payroll preparation and HR records. It works inside your systems, to rules you approve, and checks every batch before it comes back. Your people keep the decisions.

### Instructions you own

We write down how each process runs today, its rules and what counts as an exception.

### Each batch checked

Key fields are keyed twice by different people or checked against rules, and a sample is reviewed.

### Inside your systems

The team can reach only what the work needs, and that access is removed when the work ends.

# How it works

WE DO THIS · TOGETHER

1 · TOGETHER

### We map the work with your team

We sit with the people who do it now, collect real samples, including the awkward ones, and write the work instructions.

2 · TOGETHER

### We agree the targets and reports

We agree accuracy and turnaround targets, how often you hear from us and your named contact.

3 · TOGETHER

### We run a pilot on real work

A real batch is done alongside your team and checked against their results before anything moves across in full.

4 · US

### We take over in stages and report

More work moves across as quality holds. Exceptions come back to the person you choose, and the instructions change when your rules do.

## What you get

- ✓ Written work instructions for each process, which you own
- ✓ A named contact who knows your work and takes responsibility for it
- ✓ Every batch checked: double keying or rule checks, plus a reviewed sample
- ✓ Regular reports on volume, accuracy, turnaround and open exceptions
- ✓ A list of exceptions, sent to the person you choose
- ✓ Access only to what the work needs, and a written exit plan

## What we need from you

- A process owner who answers questions and approves the instructions
- Real samples of the work, including your team's hardest cases
- Access to your systems, set up the way your IT team prefers
- Your rules: approval limits, policies and who decides exceptions
- Time from your team during the pilot, so results can be compared

**Timeline** We agree the timeline with you before we start.

# How you stay in charge

You set the rules, and the team works to them.

### Instructions you approve

Each process follows rules you approve. Payments, payslips and filings go out only after your named approver says yes.

### Reports you can check

Reports show what was done, what the checks caught and what waits for your decision. Check the work whenever you like.

### One named contact

One person knows your work, answers for it and explains your reports. Anything the rules don't cover comes back to you.

### Add, remove or end work

Add or remove work, or end a process, with the notice set out in your contract.

## Questions people ask

**Who is responsible if a payslip is wrong?**

Your business stays responsible for its own accounts and payroll. We prepare and check, and nothing is paid or filed until your approver says yes.

**How is our data protected?**

Access is limited to what the work needs, controlled and monitored, and removed when the work ends. Ask to see the data terms in the contract first.

**Can we start with one small part?**

Yes, we recommend it. A pilot on one real batch, checked against your own team's results, shows whether the instructions and checks hold up.

**What if we bring the work back in house?**

The exit is planned in writing at the start. You own the instructions, and at the end we return or delete your data, as you choose.

## Bring us one process to hand over

Bring a few real examples and a rough monthly count. In a free call we'll say whether it suits an outside team and how a pilot would run.

**After a free consultation, our written quote sets out the work, billing and notice to change or end it.**

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Book a free consultation: **webvijayi.com/contact**