



So what are we doing for you?

- **Best Advice** – We know our stuff, that's for sure and because of this we are best placed to offer you and your contractors bang up to date advice on what solutions will benefit you both. We are not tied in to just one or two product offerings so we pride ourselves on our ability to be completely impartial at all times.
- **Everything under one roof** – no need to give your contractors dozens of phone numbers to give them the choice they need as we have it all here. They can choose from **your umbrella, your psc, your sole trader or your cis**. If you would like to outsource all of your payroll, including your PAYE contractors we offer a payroll bureau service as well.
- **Peace of mind** – We set the bar for customer service standards allowing contractors to deal with the job in hand; improving their performance and job satisfaction. Our services remove all employment and associated risk for you.
- **Dedicated point of contact** - You will be allocated a dedicated Account Manager who will ensure any queries are dealt with promptly and efficiently.
- **365 Relationship Managers** - We always support agencies to call upon our expertise and we're only too happy to evolve with our clients and take on your feedback. You can be safe in the knowledge that all of our staff have a minimum of 3 years industry experience and all have the know-how to answer any queries the first time you ask.
- **Technology** – A state of the art secure 24/7 portal for you and your contractors allows you to update and import information safely. Our technology is also designed to give outstanding service performance to all users.
- **Flexibility** – We process payments daily so they fit in around your payroll schedules meaning your contractors aren't waiting around for their money.
- **Compliance** - We guarantee our compliance by receiving regular external audits from industry bodies such as APSCO, Professional Passport and the Professional Contractors Group. We strictly adhere to all HMRC guidelines and use industry experts from respected organisations with links to HMRC to ensure that we stay compliant in advance of any changes rather than after the horse has bolted!
- **AWR** - Our services are AWR ready, so you don't need to panic. Whether you are using Swedish Derogation models or otherwise we have everything in place. However, if you want to know more, we are happy to run seminars for you or to come to your offices directly.
- **Contact Us** – Our specialised Customer Services teams are available from 8am – 8pm, 7 days a week so they are around when you need them.
- **Trust in our quality** – we do what we do best so that you can do what you do best!
- **Corporate Relations** – As our relationships grow with our clients we offer various levels of Corporate Hospitality Packages just as a little thank you for referring your contractors to us.