

Customer Case Study

Inspire Healthcare Services

Website: www.inspirehealthcare.co.uk

Company Overview

Inspire Healthcare Services provides a complete range of washroom and disposal services for nurseries, schools and colleges, hospitals, local authorities, factories, managing agents, contract cleaners, theatres and cinemas. Established in 1998, the business has grown steadily year on year and now employs a staff of 35, covering contracts right across the Midlands and further afield in Bristol and Oxford and in Leek in Staffordshire, working with partners to provide a national service.

With a professional management team and highly experienced personnel in the field, Inspire Healthcare has a reputation for providing a high standard of service. Inspire Healthcare offers the latest equipment on the market and waste services fully regulated by the Environment Agency.

The Challenge

Inspire Healthcare operates annual service contracts for regulated waste, invoices are generated in advance for a year's service. Customers often delay payment, so tight credit control is essential to ensure that there is sufficient cash in the business and that the day's outstanding figure is kept firmly under control. The department handling credit control tried external debt collection, but being a paper system, this was unsuccessful and very inefficient in terms of the time taken to recover debts.

Invoicing is dealt with by a bespoke system, which used to print and post around 150 invoices, three times a week. Copy invoices and credit notes would also be printed, faxed or posted to customers and then filed manually, taking several hours each week and incurring postage and stationery costs.

The Solution

Inspire Healthcare was introduced to Credit Hound and Spindle Professional by Harley Grove in 2008. Both products are fully integrated with the company's Sage systems, which have also been successfully upgraded by Harley Grove.

Inspire has its own bespoke invoicing system, which has been integrated with Spindle Professional, allowing invoices to be emailed straight to customers and automatically archived electronically, for easy retrieval.

Harley Grove provided all installation and training and is able to log into the system remotely, which allows for fast troubleshooting when required.

Inspire
healthcare services

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Gerri Hall, Finance & Payroll Manager

The Results

- > Monies owed reduced by £150,000 in first 6 months
- > Credit control is faster and more professional
- > 2-3 hours a week saved, per person, by improved efficiency with invoice runs
- > Enabled company to migrate to paperless and post-free system

What Inspire Healthcare Has to Say

Gerri Hall, Finance & Payroll Manager explains:

"The combination of Credit Hound and Spindle Professional are very time and cost effective. Having a record of every single contact you've had with each customer on the screen in front of you is hugely beneficial. You can explain when you last called, what the response was and so on; being very factual allows you to be so much more professional when handling objections and excuses for outstanding payments."

"Our invoices are physically created in a totally different invoicing system that transfers the transactions into Sage, but Harley Grove successfully integrated this system with Spindle Professional and Credit Hound. So, if we need to look at any invoices, we can access them immediately from within Credit Hound. Not having to go in and out of several systems is what saves us so much time. Time is money after all!"

Linda Powell uses Spindle Professional with Inspire's bespoke system for invoices and comments:

"The six people in our team dealing with invoicing and credit control all use Spindle Professional now. Every transaction we can do more efficiently and more swiftly saves us all precious minutes. We're still building our database of customer emails but we're no longer wasting time on what is really low-level paperwork."

Inspire Healthcare Services Facts

Activity: Washroom and disposal services - www.inspirehealthcare.co.uk

Based: Birmingham

Reseller: Harley Grove

Web: www.harleygrove.co.uk

Key Benefits

Dramatically reduces costs - document delivery by email and fax

Creates a more professional image with your company logo and branding on outgoing documents

Saves money and waste - you can use plain paper in place of pre-printed stationery

Flexible - allows you to automatically add terms and conditions or seasonal or promotional messages

'Intelligent' - pre-programmed to fax, email, print or store your documents automatically for instant retrieval whenever you need them

Spindle Professional works with major accounting systems including Sage 50, Sage Line 100, Sage 200, Microsoft Dynamics NAV (Navision), Microsoft Dynamics GP (Great Plains), Pegasus Opera II, Access Accounts, SAP Business One and more. Also works with almost any application that will print, such as Microsoft Word, Excel, Access, ACT! and Crystal Reports.

Product Range

Spindle Professional is one of a range of products available from Draycir, specialists in document distribution and credit management solutions.



Spindle
PROFESSIONAL



Credit
HOUND



Credit
GUARDIAN

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