

Safe | Outsourcing

Market leading outsourcing services

Case study

Keystone Employment group use Safe Outsourcing for payroll, billing, and management accounting services

Keystone is an established provider of recruitment services such as temporary, permanent, or temp to perm for varying markets including clients from the small to large blue chip FTSE 100 companies. Current clients include a leading international fast food chain, a number of universities, and some leading house hold brand name retail stores and celebrity endorsed high profile catering outlets. Founded in 1958, the company has a long history of business success. Keystone has been using Safe outsourcing services since the start of 2010, following a swift and smooth implementation process.

Benefits

One of the major benefits to Keystone is that Safe Outsourcing can run their payroll remotely, from Safe offices. This saves Keystone office space, human resources, and associated overheads for these activities, and allows the business to utilise their existing resources for other business activities, which are more to the core of what they do. 'One of the worries at an operational level of implementing outsourcing is that jobs may become under threat. In our case and with the help of Safe, using Safe Outsourcing has provided us with enhanced management information, which our existing staff, those who previously did the work we now outsource, are now using to help expand the business. The reality is promotion for our in house staff' says Tony Marven, chief operating operator (COO) for Keystone.

Easy implementation

From the first conversation to the first payroll run took Safe Outsourcing just two months for Keystone. 'I think we were only the second ever Safe client to want payroll for Northern Ireland too. I was pleasantly surprised that this was implemented in under a week, without a hitch' Tony Marven, COO for Keystone, told us. The transition could not have been smoother. Safe have an outsourcing service supported by 40 years experience in development of payroll software. The Safe Outsourcing service utilise this software in their service provision, which is highly tested by the Safe quality assurance (QA) team. With this powerful software working in harmony with experienced Safe personnel, migration from their prior solution was easy for Keystone. 'When outsourcing, you worry about the quality of the service you will get. You think it will not be as

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good as doing the work yourself in house. We felt assured Safe services were of a high quality when we first met with the team, and heard of the blue chip client list Safe holds' says Tony.

So why outsource?

Keystone had worked in much the same way for 50 years. Payroll had previously been an in house function. A family business, Keystone was founded by the Norris family, and Robin Norris, present chief executive officer (CEO) wanted to take the company in a new direction. He founded directtemping.com, an online multifunctional recruitment site catering mostly for their SME customers. Keystone wanted the site to handle online timesheets, and rather than build this functionality themselves, used Safe's software expertise. The business wanted to focus resources internally on expanding through this new product offering, and outsourcing, with enhanced management information from Safe, allowed them to do so.

Why choose Safe?

Having assessed the competition, Keystone believed that Safe would be the best possible supplier of outsourcing services for them. 'We were so impressed with the client list that Safe held already, the quality of the service was our main concern, and we knew quality would not be an issue by working with Safe' says Tony Marven, COO for Keystone.

To find out more

If you think your business could benefit from Safe Outsourcing, visit www.safeoutsourcing.co.uk to find out more.