

www.qxas.co.uk



Professional. Reliable. Secure

Back-Office Support for Umbrella Companies



We are the first GDPR compliant outsourcing company. Our India delivery centers became compliant via the BS 10012:2017 framework. We are certified by the British Standards Institution.

Industry overview

Many Contractor Umbrella Companies face difficult decisions regarding the development of their business in today's tough market conditions. Dealing with contractor queries, improving efficiency, pressures on margins, and improving contractor experience are just some of the issues that need to be addressed. QXAS offers a range of back-office support services, designed specifically for umbrella businesses, to help address these issues.

Our cost-effective support service has been created to keep your Contractor Umbrella company compliant with statutory requirements whilst providing email, call, sales, and year-end support for your contractor clients. Outsourcing this allows you and your team to focus on doing what you do well – working with customers.

The Solution

Our services are secure, easy to use and enables umbrella companies to process contractor wages without the need to understand the complexities of PAYE & IR35 legislation.

Our team of experience payroll administrators and compliance officers will be responsible for preparing payroll, invoicing, timesheet processing, balance sheets, end of the month reports, and reporting to authorities, among other umbrella company tasks.

Accessing your systems remotely, the QXAS staff will work as virtual employees to process your Contractor Umbrella work and produce reports for your review. Via this collaborative approach your on-shore staff and QXAS staff members use the same systems to accomplish the task at hand.

Our umbrella service offering is not limited by software. Our expert staff can process the information using most software packages including QuickBooks, Xero, Moneysoft Payroll Manager, BrightPay, Merit, and Sage. We can also provide call, email and sales support.



Umbrella services offered

Invoicing

- Generate invoices
- Co-ordinate with agencies
- Reconcile receipts with invoices
- Self-billing

Phone and email support

- Payslip queries
- P45/P60 queries
- NI Deferment/Employers NI queries
- Statutory payment queries
- Holiday pay queries
- Pension queries

Payroll

- Daily/Weekly/Fortnightly/Monthly RTI payrolls
- EPS/FPS submission
- Statutory payments
- Contractor on-boarding
- Supplier on-boarding
- Pension
 - o Auto-enrolment
 - o Pensions contributions
 - o Submission
 - o Opt-outs

Sales support

- New enquiries
- Phone and email support
- Illustrations
- Registrations and compliance
- Updating agencies
- New supplier on-boarding
- Setting up contractors on CRM
 - o Compliance
 - o Bank details

Accounting support

- Bookkeeping
- Bank reconciliations
- Management accounts
- VAT returns
- Year-end accounting

Year-end support

- P87 – claim year-end expenses
- Personal tax returns (PTR)

Our experience in numbers

Figures till July 2018



72,237
Sales invoices
processed



1,58,063
Timesheets
processed



72,237
Reconciliations
completed



1,695
Contractors
on-boarded



13,192
Contractors
managed



1,03,434
Phone calls
handled



1,36,524
Emails support
provided

Engagement options

Software capabilities

Our services can be delivered using most software packages including:



We are committed to help our umbrella clients boost efficiency and reduce costs by delivering quality, accurate and timely payroll, timesheet, and invoicing services. Our engagement models have been designed to cater best to the most common client requirements. Irrespective of how you choose to engage with us, we offer a high level of staffing flexibility and scalability, allowing you to ramp up or scale down teams without driving up hiring costs.

FTE model

When you choose this model, you get a dedicated team or an individual who works exclusively on your project. Each FTE (full-time employee) compliance officer or payroll specialist sends regular reports on a daily, weekly, monthly and annual basis, making it easy for you to track task status. When you hire a team, a specialist accounts manager functions as your dedicated point of contact and reports directly to you.

Clearly defined SLAs and KPIs, along with fixed fees, add a high level of certainty to the process – you know what you will get, when you will get it, and how much it will cost.

Highlights

- ✓ Predictable pricing
- ✓ Flexibility
- ✓ Ready to go
- ✓ Economies of scale
- ✓ Partnership approach

Transaction based model

The costs of this model is linked directly with the number of transactions processed, with a price-per-transaction that is based on a specified band of volume. The success of this engagement model relies on the ability to predict the volume of transactions and the average time required to process them.

Highlights

- ✓ Flexibility
- ✓ Visibility
- ✓ Reduced costs

We understand that choosing the right engagement model largely depends on your scope of work, so please email sales@qxas.co.uk for a customised quote

The benefits of outsourcing to you and your clients

- ✓ Scale your teams
- ✓ Fill gaps in short and long term staffing
- ✓ Focus on servicing clients
- ✓ Improve profits by up to 50%

QXAS Case study

6CATS delivers award-winning services to its contractors with support from QXAS



Client overview

This client case study comes from 6CATS international. They are an expert supplier of contractor management solutions to the world's leading recruitment agencies. They also provide umbrella payroll, invoicing, compliance, and tax compliance solutions to a range of contractors.

6CATS currently uses 10 members of staff in QXAS to assist with Contractor care, Payroll, Invoicing, Timesheet processing, and Email, Phone and Sales support.

We recently spoke with their CEO, Michelle Reilly on her visit to India, to find out how they have been finding the QXAS service.

Business challenges before partnering with QXAS

We began by discussing what challenges 6CATS was facing before they partnered with QXAS. Michelle explains:

"We are a high transaction business so we process lots of time-sheets, invoices, and make international payments every single day. Looking for the kind of staff that can do those roles in the UK, we find it hard to find highly skilled people, that are dedicated to the job, and that will stay with us for a long term, because it's quite a complex process to learn."

Benefits of the QX Partnership

Michelle has been impressed with the differences partnering with QXAS has made to her business. She explains:

“One of the main benefits, and it’s something when you are running a smaller team and a business that constantly needs to be active every day completing the same tasks, is that we don’t now need to worry about holiday cover, or sick leave for any of our staff. When we had the back office based in London, if we have people off sick or people on holiday then we’d have to worry about cover and we could often be stretched to our limit, whereas having the team here, we don’t face those problems anymore.”

“I think another benefit for us is we would never have the kind of skilled staff and the education level of the staff that we have here in London. We see QX as an extension of our business so whenever we move in to new territories, or we start to review processes we look to see where we can put more business with QX and with the team here.”

Managing the QXAS team in India

Michelle and the 6CATS team have a lot of confidence in QXAS to get their umbrella contractor work done right. She told us, *“So we have quite a large team now because we are outsourcing so many different functions. They are a great team. They work very hard. We have put in lots of time and effort in training and communicating, and I thought that the team just goes from strength to strength. They are very good at working with us, understanding our process, and it just works really well for us.”*

Processes to set things up with QXAS

When questioned about the processes she had to set up to make outsourcing successful, Michelle told us:

“Whenever we are going to outsource a task to QX, and we look now to do that more and more within our business, we document the task, we share that with the team, and then we provide training. So whether that be face-to-face here or in London or via a Skype call we follow the same process for every single task that we outsource. So, it is documented, there is a process document and then we follow it up with training.”

Recommendation

Michelle finished by stating that she would recommend others to use QXAS. *“We work exclusively with recruitment businesses and one of the things that we are going to start to do is recommend the services of QX because we feel that the services offered could benefit a lot of companies that we work with.”*





Free trial

Evaluate our umbrella outsourcing services with a free trial.

What you can outsource

- Timesheet processing
- Payroll on your server

Your free trial includes:

- 1 week free timesheet processing or payroll work on your server
- A trained and experienced accountant or payroll administrator as your single point of contact
- Phone, Skype and email support
- Follow-up on what to do next

Have any questions?

Talk to us

Call **Kunal Shah** on **01756 693775 / 075846 51087** for a quick non-obligation chat. We can talk you through how QXAS would fit your business needs and provide a step-by-step guide to getting started.



About QX Accounting Services (QXAS) Ltd

Quality and security assured right from the start

With over 13 years of experience, QXAS is a leading provider of end-to-end outsourcing services for umbrella businesses. We have completed thousands of assignments for umbrella businesses, including multi-currency payroll for the EU, UK, Ireland and Netherlands, and you can be rest assured that our services are secure, reliable and quality oriented.

QXAS is headquartered in Skipton, with delivery centers in Ahmedabad, Baroda, Mumbai and Gurgaon in India. With a team of technical staff that are highly skilled and trained in Umbrella company legislation, we are sure we have a service for you.

Here's a brief summary of the main features of QX Accounting Services Limited:

- Shown to increase profits by up to 50%
- Dedicated service - each client is assigned an Accounts Manager
- An in-house training academy to ensure staff are regularly trained and updated on changing IR35 and umbrella legislation.
- Reliable -members of the ICAEW & ACCA. Also Xero and QuickBooks certified
- Certified GDPR compliance via BSI 10012:2017 framework
- Security (ISO 27001) and Quality (ISO 9001) assured
- Backed by the QX group which employs 1000+ people across the UK, USA and India

Contact us

If you have any questions about QXAS or anything that you have read in this brochure then please do get in touch.

Call **Kunal Shah** on **01756 693775 / 075846 51087**

Email: qxas@qxglobalgroup.com

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