



jigsawtree

business improvement is a journey not a race

## Outsourced Income Reconciliation



## How can outsourcing help reduce risk and cut costs?



[www.havenifa.co.uk](http://www.havenifa.co.uk)

### Key Benefits

#### Removal of key person risk

By outsourcing this business function there is no longer key person risk

#### Focus on key areas

By outsourcing their income reconciliation, Haven can ensure that their Director can now concentrate on the key objective of client service

#### Consistent management information

Through fully utilising the income functionality within Intelligent Office, Jigsaw Tree can provide complete and accurate MI information on a regular basis



Having outsourced Income Reconciliation to Jigsaw Tree it has freed up significant time and costs for the business. We have mitigated the risk of having one person responsible and know with Jigsaw Tree's expertise this is completed accurately and on time.

– **Mike Leigh**  
Director, Haven IFA Ltd

## Key Services

- Database assessment
- Income reconciliation
- Close down of monthly accounting periods
- Accurate management and regulatory reports

Haven IFA had been using Intelliflo's CRM technology Intelligent Office for eight years and in that time the task of reconciling income was carried out by one of the Directors within the firm.

As an advice firm they realised that this was not a sustainable working practice as they needed to ensure the Director was more focused on client outcomes. The time required to complete income reconciliation was increasing as the company grew and Haven IFA decided to investigate how Outsourcing this key function could help with:

- **cost saving**
- **ensuring more time is given to clients**
- **increasing efficiency within the business**

As an outsourcing company with extensive knowledge of the Intelligent Office functionality, Jigsaw Tree were the obvious company for Haven to talk to and find out how they could help.

Jigsaw Tree are now involved in reconciling all of Haven IFA's monthly income including:

- **creating cash receipts**
- **processing statements whether they are available through EDI, CSV or manual**
- **payment run information for introducers and advisers**
- **producing monthly management reports within five days of month end**

Within three months Haven were passed over to Jigsaw Tree's 'BAU' team and the benefits of outsourcing this key business area was realised.



Please contact us so we can discuss your requirements:

@ hello@jigsawtree.com

☎ 07764 232 188

🐦 @jigsawtree.com

🌐 www.jigsawtree.com

