



Outsourcing of Accounts Receivable & Payable Reaps Benefits for Hotel Operator

Evolving Outsourcing's Finance & Accounting Team Delivers Significant Cost Reductions for Client

The hotel industry has seen a substantial shift towards shared services over the past decade and industry analysts predict this trend will continue in coming years as market players continue to search for ways to reduce costs and maintain margins.

Our Client, a UK-based hotel operator, choose Evolving as its preferred BPO provider to handle its Accounts Payable & Accounts Receivable functions.

The Business Challenge:

Our Client's parent company instigated a restructuring of the firm which resulted in a decision to rationalize some of the non-core activities from within the hotel group to third-party, specialist service providers.

Having previously engaged Evolving Outsourcing's Internet & e-Commerce Team for a web design & search engine optimization (SEO) project, the Client requested a proposal for Accounts Payable & Accounts Receivable. Our Finance & Accounting Team duly obliged and the contract was awarded to Evolving after a competitive tender process.

How Evolving Helped:

We began by transitioning the Client's processes from a number of Client sites across the UK to our delivery centre in Krakow, Poland. The successful migration of these processes facilitated a seamless start to the BPO project.

Currently, Evolving processes Accounts Payable invoices as well as Accounts Receivable for this Client. This involves the central receipt and sending of invoices, inputting the relevant data in both the Payable & Receivable system as well as compiling the necessary reports for both accounting and payment processing purposes.

Results:

The Client benefited from an immediate reduction in operating costs having effectively eliminated the functions from within the organization. In-house administrative overhead has been significantly reduced as has the amount of paper documents being received and sent by the Client.

Critically however, the Client maintains complete control & visibility over the functions and security and confidentiality are ensured through the delivery of these functions from one centralized location.

“We have been extremely pleased with our experiences to-date with Evolving Outsourcing. Our in-house team is now leaner and more focused on core, revenue-generating activities. Very pleased” CFO, Client Company, Hotel industry

At Evolving Outsourcing we help clients reduce costs, drive revenue, enhance customer service and eliminate non-core activities. If you would like to discuss how Evolving can work with your business we would be delighted to speak with you.

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