

Case study

The Recruitment Group



Formed in 2017, The Recruitment Group set out to buy smaller recruitment agencies and build them as a single brand. It grew through nine acquisitions and has since simplified its structure into four businesses, providing temporary, permanent and executive staff to a host of sectors.

The challenge

As The Recruitment Group grew through acquisition, Finance Director Narinder Uppal and his team became increasingly frustrated by their old finance system.

“With Sage, you can only open up one entity at a time,” he says. “As a complex business, if we had an intercompany transaction, sometimes our accountants would do one side of the transaction and forget to do the other. And when we were doing a month-end reconciliation, everyone would be scratching their heads.”

Invoicing was a time-consuming, manual process and it was impossible to see the consolidated group picture in real time. The business began looking for a new system. “We wanted to go on the cloud with everything. We found it very important not to get involved with things like servers, because of downtime, costs, etc.,” says Narinder.

Previous system: Sage 50

The solution

“When we were looking at products, there were two clear competitors,” says Narinder. “And ultimately, the demos between the two products showed that iplicit was light years ahead.”

Migration went smoothly, with iplicit’s implementation team proving “very supportive”.

“We were able to do on-the-job training and our accountants were able to try iplicit in a ‘sandbox’ environment, so that if they made a mistake, it was a mistake in demo data,” he says.

“We’ve made bespoke requests to the iplicit team and they’ve been happy to support us with that. With some competitors, it’s always ‘Yes, we can do it, but it’s on a roadmap’, or ‘Yes, we can do it but it’d be a mammoth cost’. iplicit was very transparent about what can be done and if it couldn’t be done, they’d offer up potential solutions.”



The business has seen substantial benefits from the move.

1 Time savings on invoicing.
Customers are billed weekly – and with iplicit, the company was able to create its own layout for invoices, with supporting information such as timesheets attached. With Sage, all this was done manually. “A team of six used to take about one-and-a-half days to key in all those invoices. Now, with a team of four, it takes two hours to generate those invoices and send them out,” says Narinder.

2 Better controls with automated workflows.
“Our payroll team uses iplicit and the workflow functionality means we can set access for specific functions within the business,” says Narinder. “We can see who has made an update – which allows us to see training required where a common mistake is being made by the team.”

3 Full visibility with integrated systems.
“We wanted a cloud solution that works seamlessly across all different areas of our business and includes credit control and accounts and that could be integrated with our other systems such as our CRM, Matchmaker, and our client billing system, PurePro,” says Narinder. iplicit’s open API allowed those integrations, allowing the business visibility over all its data.

“ The ability to run consolidated accounts at the touch of a button ”

4 Flexible reporting and analysis.
iplicit’s unlimited accounting dimensions make it possible for Narinder to see and analyse data as he wants. “I like to be able to see reports by company and then by department and then, within that, by division,” he says. “We can understand which divisions and cost centres are making a profit and which ones are not and see overall profit and margin percentage contribution of our Permanent and Temporary Staff consultants.” He can see dashboards in iplicit and create his own reports with the live Excel integration.

5 Consolidated reporting.
With the Recruitment Group’s companies all using iplicit, it’s possible to see them all in one view, as well as to drill down into each and examine the detail. “The ability to run consolidated accounts at the touch of a button turns a previously daunting task, where normally a lot of data extraction and manipulation is required, into something very straightforward,” says Narinder.

- Invoicing time cut from 1.5 days to 2 hours
- Consolidated reporting at the touch of a button
- Multi-dimensional reporting by company, division and cost centre

The outcome

“iplicit is probably the most flexible system I’ve ever used. It saves masses of time,” says Narinder.

That feeling is common among the team. “All the finance team have said to me, at one point or another, that the best thing I’ve ever done was bringing in iplicit,” he says. “They love saving time, they love investing time in the right things, which is to help our candidates.”

