

Case study

Practical remote working solutions with East Midlands Trust



Savings of
£150,000
to reinvest into
healthcare



Trusted partner
for over 10 years



Remote access to
finance system



Comprehensive
suite of reporting

Liaison Financial has been partnering with a Trust in the East Midlands for over 10 years to deliver their Accounts Payable reviews, saving the Trust just short of £150k to invest back into front line healthcare.

With home working the new norm in most instances, we have established new ways of working with clients that facilitates remote access to finance systems.

Remote working - Adapting our delivery model

Our AP Review for the Trust comprises of 2 main aspects: Statements and Duplicates. These reviews go hand in hand by focusing on both NHS and Supplier accounting records to maximise savings. We have continually improved our service offering to the Trust over the past 10 years across both these areas. This is particularly apparent with the provision of dummy credits and the introduction of remote working protocols.

Having access to the Trust's network means we have been able to work directly on our client's ledger to verify our findings and answer any supplier queries directly. This has significantly reduced the level of disruption to the finance department and enhanced the level of service offered.

Our Liaison Financial advisors ensured that key objectives were delivered on time. Weekly meetings and monthly reports were agreed and delivered to the Trust to ensure they remained fully informed throughout the process. This proved integral to the stance and approach taken with supplier communication.

We delivered a unique approach with the client's requirements and needs at the forefront of our delivery model. This included:

- ✓ **Bespoke reporting**
Amended the content of our monthly reports
- ✓ **Creation of dummy credit notes**
To ensure a clear audit trail of savings and to reduce impact on the Trust
- ✓ **Reconciliation of supplier accounts**
Ad hoc requests to complete a full reconciliation of complex accounts with suppliers



Liaison Financial have been delivering our AP reviews for over 10 years, with their bespoke approach adapting to suit our needs. Our most recent review was undertaken at a challenging time for us and was imperative it could be done without impacting business critical activities.

Liaison assured us they could deliver the reviews remotely. Setting up access was simple and significantly reduced the level of resource required from the Trust. The key deliverables and the manner in which the review was completed was comparable to prior years. In a nutshell, remote access to the finance system has made the whole process so much easier."

Accounts Payable Manager,
East Midlands Trust

