BENEFITS WITHOUT BURDEN:

HOW RIG IS USING AUTOLOGYX® TO SOLVE THE COMPLIANCE CONUNDRUM.

HOW CAN RECRUITERS MANAGE STEP-CHANGE IN COMPLIANCE DEMANDS WITHOUT HAMSTRINGING THE BUSINESS?

With compliance legislation evolving, RIG sought a way to help its businesses meet and manage the growing burden of responsibility. They chose autologyx® because it offered simplicity and administrative scalability with no incremental cost – and powerful new risk mitigation capabilities.

RIG Healthcare is a specialist staffing agency providing a range of Healthcare Professionals to both the Public and Private sectors, throughout the UK. With nearly 50 years' combined recruitment experience, RIG have established a broad range of clients across the NHS and Private clients.

RIG's over-arching goal was to maintain the fine balance between admin overhead and sales revenue. This is core to the organisation's principle of enabling wealth creation within the businesses. They needed to find a low-cost, systematic way to manage geometric change in compliance requirements.

A DUAL CAPABILITY SOLUTION THAT WOULD:

❯ Simplify and accelerate standard contract processing

❯ Accommodate custom client requirements

❯ Deliver consistency of control across all processes

But after extensive research, they found existing off-the-shelf products only met part of their needs at best.

And with little appetite to design and develop an in-house solution, RIG turned to us to develop a new kind of solution – compliance software from the cloud.

> " With autologyx, staffing businesses can prove to their clients that they are doing what they should be doing in terms of candidate background checks and regulatory compliance. "
>
> **Odette Armitage,** Operations Manager

Key challenges:

Meeting the increasing demands of compliance legislation in a cost-effective way

Solution:

A scalable automation solution that serviced increasing compliance requirements across multiple geographies without driving a corresponding increase in administrative costs of headcount

Benefits:

❯ Effective control of operational costs, whilst evidencing the highest standards of compliance

❯ Simplified and accelerated contract processing

❯ Consistent control across all processes

❯ Increased focus on Client and Candidate experience

❯ Ability to service custom client requirements at scale

STRATEGIC AND OPERATIONAL COSTS OF COMPLIANCE: HOW RIG FOUND ANSWERS IN THE CLOUD

DISCOVERING A GAP IN THE MARKET – AND ELECTING NOT TO BUILD A SOLUTION IN-HOUSE – RECRUITMENT INVESTMENT GROUP SELECTED AUTOLOGYX TO CREATE A NEW CONCEPT IN COMPLIANCE SOFTWARE, DELIVERED FROM THE CLOUD AS A SAAS SERVICE.

REQUIREMENTS

THE PRIMARY REQUIREMENT WAS FOR A SCALABLE, AUTOMATED WAY TO MEET INCREASING COMPLIANCE REQUIREMENTS WITHOUT DRIVING A CORRESPONDING INCREASE IN ADMINISTRATIVE COSTS OR HEADCOUNT.

This issue is most acute in RIG Healthcare – a specialist staffing agency providing healthcare professionals to both public and private sectors across the UK. Here, stringent healthcare regulation is driven by the particular rigours and challenges of the NHS environment – in addition to day-to-day legislative compliance requirements.

RIG needed a cost-effective solution that would reinforce control over compliance requirements, a solution used in the front office sales team but developed and managed effectively by the centralised back-office services team.

It also needed to provide a simple, effective transition away from existing Excel-based systems. As Odette Armitage, Operations Manager, explains, "Sharing spreadsheets through a national network of offices is unsustainable long-term, because it offers no visibility across the organisation."

Finally, autologyx® had to address not only RIG's needs in terms of standard contracts – but also tie together a cohesive, flexible workflow for working with customer-driven, non-standard contracts.

"This enables us to maintain the same level of rigour tailored to a client's specific needs," said Odette Armitage, "We need to pick up all their requirements and set up a workflow in a way that means we can track compliance status accurately – both during set-up and throughout the duration of the contract.

CHALLENGES

A KEY CHALLENGE FOR THE BUSINESS WAS MEETING THE DEMANDS OF COMPLIANCE IN A COST-EFFECTIVE WAY, ACCORDING TO GROUP FINANCE DIRECTOR, STUART GOLDUP.

"Whether compliance requirements are driven by legislation or by client-specific requirements we recognise that, as suppliers of temporary staff, one of our key responsibilities is to ensure those workers we supply are compliant – and just as importantly provide evidence of that compliance and keep it up to date," he said.

"These demands are only ever likely to increase and therefore developing a system to help us to manage compliance cost-effectively is imperative to our long-term sustainability. In autologyx® we feel we have found the solution we've been looking for."

For Odette Armitage, the impact of increasing data regulations creates a compliance challenge that amplifies the collection and dissemination of contract data.

"Our agencies are processing an increasing volume of information from clients, which are trafficked through to contractors' limited companies and umbrella companies to provide the information required to meet legistlation," she said.

"This creates a burden of responsibility on ourselves to make sure that we provide parties with the data requirements."

It also generates a significant new administrative burden for staffing agencies, with legislation introducing a whole new process level in relation to comparative data checks.

"To collate accurate comparative data, we now ask clients for placement information up to four times more frequently than before," Ms Armitage explained.

"We now need to compare not just salary levels, but other aspects of pay and conditions across the whole terms of employment – such as rest breaks – and for each vacancy: it's a whole new scale of challenge."

SOLUTIONS

AUTOLOGYX® GIVES RIG ADMINISTRATORS A CLOUD-BASED SOFTWARE SERVICE THAT AUTOMATICALLY MANAGES THE PROCESSES THAT CONTRACTORS AND CLIENTS NEED TO COMPLY WITH.

This includes setting up a workflow with simple drag-and-drop tools, or transferring a standard RIG process into the system. autologyx® then handles everything else online: sending out documents, collecting signatures and other information – and automatically reminding and chasing people according to a predefined schedule of events. There's a simple portal to log into where administrators monitor progress and intervene where necessary.

"With autologyx®, our staffing businesses can prove to their clients that they are doing what they should be doing in terms of both candidate background checks and regulatory compliance," says Odette Armitage.

According to Ms Odette, it's ideal from an audit trail viewpoint as it provides easily accessible, documentary evidence that can help deal with any complaints or alleged breach – or indeed simply to enforce contractual requirements.

"It makes it easier for us to ensure that clients fulfil their obligations in line with legislation," she said, "And it also raises the bar in terms of guaranteeing quality standards that clients can expect from all their agencies."

Contractors can also log in to see how their information is being used, where they are within a process, and what action they need to take to keep it up to date or provide additional information. According to Ms Armitage, this gives RIG an advantage both in terms of its contractor base and from the viewpoint of professional perceptions.

"It gives our contractors total access and transparency on what we're doing with their data," she said, "As well as providing us with a highly professional, zero-impact way to manage what we need them to do."

Analysis of the data will continue to be a hands-on process. But with autologyx® Ms Armitage believes it will be easier and simpler to focus on this key aspect of administration.

RESULTS / BENEFITS

SO, WHAT ARE THE BENEFITS OF AUTOLOGYX® TO RIG'S NETWORK OF STAFFING BUSINESSES?

"autologyx® means we can easily produce a 'contract-specific workflow' and demonstrate that we can deliver it," said Odette Armitage. "It enables us to automate this and so meet any compliance challenge with a simplicity and rigour that couldn't be achieved otherwise."

Odette Armitage believes the main benefits will be felt within the compliance teams, whose support to recruitment consultants means they are free to focus on client and candidate needs rather than repetitive admin tasks.
"Compliance teams don't fear increasing regulation, but it multiplies the factor of 'yet another thing' to collect and renew," she said.

"One really positive effect of autologyx® is to eradicate the need to run 'chase' lists by setting up schedules and reminders to do this automatically."

"autologyx® greatly enhances our operational effectiveness and risk mitigation capability through greater control over contractors, clients and collaterals."

For Stuart Goldup, it's all about adhering to the first principles of the business in a challenging climate of change.
"Effective control of operational costs, whilst evidencing the highest standards of compliance, is fundamental to RIG's model of maintaining a primarily sales-driven focus within our recruitment businesses – because it's that which drives wealth-creation" he said.

"Our decision to work with the autologyx® team demonstrates our confidence in them to understand the importance of this. We know they'll listen to what we need, we have a very good relationship and strong communications with them."

ABOUT AUTOLOGYX LTD

THE AUTOLOGYX® DATA-CENTRIC FABRIC AUTOMATION® PLATFORM ENABLES ENTERPRISE BUSINESSES TO TAKE CONTROL OF AUTOMATING COMPLEX, NON-LINEAR PROCESSES TO DRIVE SUBSTANTIAL BUSINESS VALUE.

Combining the power of Intelligent Digital Process Automation (DPA) and Next Generation Case Management capabilities, it has developed a platform for achieving true Digital Operations across the workplace.

The autologyx® 'no-code' solution enables business users to build and run sophisticated automation applications in a fraction of the time (and cost) of alternative solutions and embrace low-risk innovation by integrating next-generation technologies - such as AI and ML - with legacy systems to ensure sustained competitive advantage.

autologyx®
automate the real world