



RSM Tenon

Outsourcing Services
The freedom to grow

RSM Tenon Outsourcing helps your business to reduce commercial risk and improve the capability, performance and value for money of your finance, payroll and HR functions - putting you in greater control and helping your business go further. Whatever your needs, you'll work with experienced business people offering flexible solutions.

OUTSOURCING TOP TIPS

- 1 Unreliable management information is a major business issue. Think laterally and honestly when reviewing your finance function.
- 2 Begin with the end in mind - what are you hoping to achieve?
- 3 Invest time in details. Understand and document key responsibilities and establish measurable benefits.
- 4 Insist on a robust business case - will outsourcing work for you?
- 5 Talk to your outsourcing provider about a practical Service Level Agreement (SLA).
- 6 Ask your outsourcing provider to help you define the scope of the outsourcing solution, without any obligation.
- 7 Make sure you are comparing 'like with like'. Ensure you understand the detail of what you are paying for.
- 8 Agree regular service review meetings with your provider. Keep them on their toes!
- 9 Remember, outsourcing is about delegating not abdicating - if you do not support your outsourcer, any benefits will be reduced or lost.
- 10 Talk to other businesses similar to yours about how they have benefitted from outsourcing.





Flexible, tailored solutions

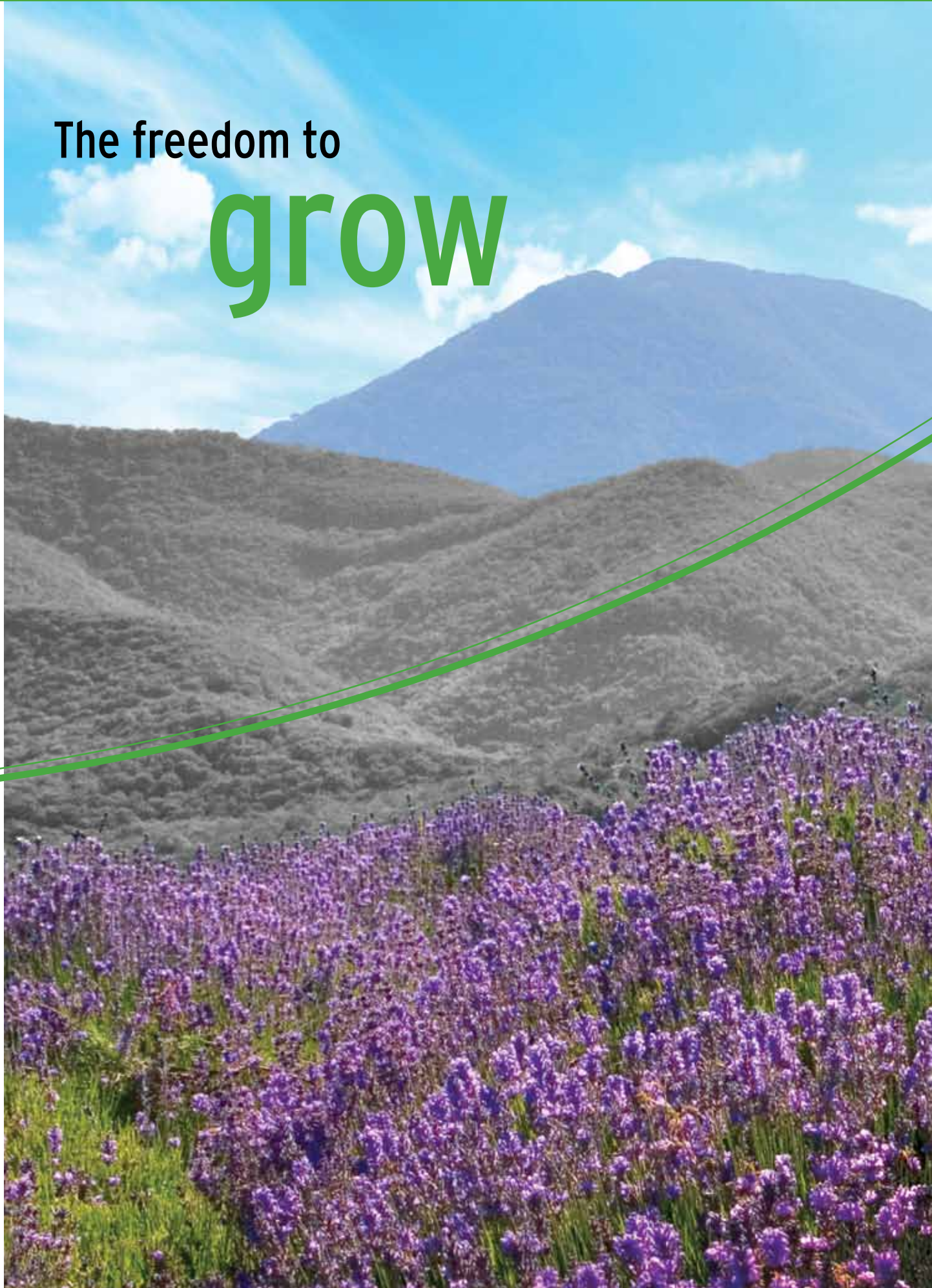
You can outsource any process - finance, HR, payroll, IT, marketing or procurement - provided there is a commercial basis for doing so. Outsourcing can benefit all businesses regardless of size and our expertise enables you to upscale your business as and when you may need extra resource, skills or additional information. We can advise on the best ways of eliminating routine administrative tasks, potentially saving you up to 40% of the cost of a full-time resource.

A few simple questions can help decide whether you need external support:

- Are you getting good management information that helps you to run your business?
- Is your financial information delivered on time every month?
- Do you have access to proactive and expert advice?
- Can your team grow your business unaided?
- Do you use the best technology for your needs?

RSM Tenon can help you answer 'yes' to all of the above. We're a leading provider of financial outsourcing to businesses throughout the UK and internationally. We offer a unique combination of locally delivered services backed up by national expertise - that means you can count on flexible, tailored solutions that meet your very specific requirements.

The freedom to
grow





Effective outsourcing can make all the difference to your business; it leaves you free to do the important things. By removing any headaches or burdens, outsourcing will allow you to:

- Gain real flexibility, better support and control with timely information and a more efficient process
- Cope with 'transition' points where a full time resource can't yet be justified or you simply need additional support short-term
- Drive better decision making, tracking against Key Performance Indicators (KPIs), helping you to reach your strategic goals
- Release time for key activities like sales or looking after your clients
- Safeguard your competitive edge
- Access new technologies and expertise
- Improve processes and systems, based on independent advice
- Boost business efficiency
- Cope with growth, shrinkage and seasonal peaks and troughs

CHOOSING THE RIGHT PARTNER

To get the most from outsourcing it is vital to choose the right partner. The outsourcing team at RSM Tenon is passionate about helping businesses achieve their potential. Strong local relationships are backed up by extensive national expertise and underpinned by a personal, director-led service you can depend on.

We will work with you to honestly and objectively review if outsourcing is the right route for you and your business. A move to outsourcing should be based on what's actually happening in your organisation. Perhaps you have plans for growth and need better information and tighter management to facilitate this.

By working with our team you will get the help you need to turn complex challenges into real commercial solutions. We are confident in the quality of service we provide and can supply the references of other businesses who rate our work. In addition, to ensure we maintain this quality approach, we'll draw up a SLA; it's your performance management tool and covers areas such as:

- **Management of handover**
- **The handling of 'grey areas' during integration**
- **The allocation of appropriate resource, both now and for the future as you grow**
- **Security and confidentiality**
- **Ensuring the price you pay for our services is appropriate**
- **Ensuring you are happy with the overall process and are fully informed**

We give you a total cost for now and for the future, including all intangibles; people, technology and space/infrastructure. You'll also get a table of responsibilities and outputs that forms the basis of your SLA. After a discussion of any risks or barriers, we will agree a timetable with you that contains your key deadlines.

We have the experience and capability to identify opportunities and risk and respond to these quickly and simply. Additionally we can access specialist input on aspects such as VAT, corporate tax and corporate finance where appropriate from other teams in RSM Tenon. This alongside the general accounting services we provide offers a total solution for our clients. Ultimately, our goal is for you to regard us as a natural extension of your business.

Our services

The outsourcing services we offer cover three main categories; finance process outsourcing, payroll and HR services.

FINANCE PROCESS OUTSOURCING

Exactly what finance services are suited to outsourcing depends on your business, but you can get help with far more than you might think. What we will always do is give you a clear explanation of the business benefits you can expect from any outsourcing decision. Delivering to a timescale specified to suit you, some of the areas we can help with include:

- Complete management of your finance function (your 'back office')
- Monthly or quarterly management accounts
- Regular management accounts
- KPI reporting
- Sales invoicing and credit control
- Preparing and submitting VAT returns
- Recording fixed assets
- Purchase ledger management and making payments to suppliers
- Transaction recording and maintaining all books and records
- Checking and reimbursing expense claims
- Portfolio monitoring and risk management processes
- A sounding board for your Finance Director

PAYROLL MANAGEMENT

Getting payroll right is critical and it is vital that the process runs smoothly. This needs to happen whilst adhering to the ever increasing burden of record keeping and changes in payments and deductions, plus being certain that the National Insurance Contributions (NICs) and PAYE are administered correctly. Therefore it is little wonder that for many businesses this is just too time consuming and complicated to handle in-house.





RSM Tenon provides a trusted outsourced payroll management service to hundreds of organisations throughout the UK. If you do not have adequate in-house expertise and want to outsource this area to experts or you simply want to ensure complete confidentiality regarding such a sensitive area as salaries, we can offer you a reliable and professional service to manage all of your requirements including:

- Full payroll preparation service covering gross pay, employers NIC and employee deductions
- BACS bureau service
- Electronic HM Revenue and Customs (HMRC) payments
- Support for HMRC PAYE/NIC audit visits
- Commission calculation
- Employee absence tracking
- Payslip preparation
- Payroll tax filings
- Administration of all benefit in kind and employee forms

HR SERVICES - ADDING A LAYER OF PROTECTION

HR legislation and administration is an increasing burden for many employers. RSM Tenon will ensure that you understand and manage the complexities surrounding the ever changing HR arena. Our HR outsourcing team has developed commercial, practical and flexible solutions to deal with both pressing and ongoing HR issues where you cannot justify the cost of a full or part time HR resource, or you need some additional support for the in-house team.

Using RSM Tenon HR Outsourcing, you have a virtual HR department staffed by experienced professionals who you can call upon whenever the need arises. In other words, what you and, when you need it at a competitive and transparent price. You can choose from a menu of services to meet your specific needs and change this mix should your circumstances change.

The core services include:

- **HR audit** - A comprehensive review and update of HR procedures, employment contracts, policies and documentation
- **HR online** - Web based HR administration for managing employee records and HR processes, such as starters, leavers, holiday booking and absence management
- **HR advice and support** - Telephone, email, internet or on site support to resolve contentious HR issues as they arise
- **Employment law protection** - Fixed price advice from employment lawyers with insurance protection in the event of a claim
- **HR business partner services** - Programmes and projects to help you get the best from your people and build high performing teams
- **Expenses management** - On-line control, authorisation and processing of expense claims
- **Benefits management** - Establishment and administration of cost effective benefit programmes with regular review and updates
- **Remuneration planning** - Advice and support for tax efficient remuneration programmes and salary sacrifice schemes
- **Recruitment process outsourcing** - Help in managing all or part of your recruitment activities

We understand that taking the decision to outsource any element of your business is an important one and having decided to do that it is vital that the transition runs smoothly and downtime is avoided. Additionally changing to a new outsourced solution provides a great opportunity to drive cost savings and process efficiencies so it needs to be managed effectively. As a result at RSM Tenon we recognise transition as a separate discipline and have specific transition specialists who can:

- Become involved right at the outset with a client considering outsourcing or changing providers
- Identify and advise on elements that might require changes in scope and handle any effect such changes might have on the overall project
- Project manage the process efficiently with flexibility and ensure excellent communication between all teams
- Oversee a client from scoping stage through to set-up of systems and then steady-state delivery

The exact duties of a Transition Manager will vary depending on whether the client is an established company or in the start up phase, with operations based in the UK or abroad. Our Transition Managers are dynamic individuals who, as part of our team, will provide tailored solutions to each new client with reference to our quality standards to ensure a consistent approach to service.


"The service that we receive from RSM Tenon's outsourcing team is excellent. I couldn't imagine not having the peace of mind that I have that the finances for our UK operation is being looked after by a 'professional'. Outsourcing was the only logical choice and I can't see why anyone wouldn't consider it."

Christine Buonagurio, Assistant Controller, OpenPages





A smooth
transition



“RSM Tenon’s ability to produce up to date relevant and accurate information in a timely manner has allowed me to make informed decisions about the operational and strategic issues facing our business. Long term planning is a key issue especially when considering fixed asset repairs, property improvements and renewals which I believe is paramount to ensuring the long term success for any hotel. Working with the rolling financial projections RSM Tenon provide, I have been able to plan our expenditure accurately allowing us to build our company to maintain a highly competitive presence in the central Scotland mid-market.”

Russell Imrie, Managing Director Queensferry Hotels

A global reach

RSM Tenon is part of RSM International, the 6th largest global accounting network, represented by members in over 80 countries with over 32,000 people across more than 700 offices. This global reach brings a whole new range of possibilities and opportunities to help your business grow.

We have been providing outsourcing services to companies looking to expand internationally for many years and have a great deal of experience and knowledge in handling the unique challenges that such businesses face. RSM Tenon works with companies to help them:

- **Successfully expand overseas for the first time, in and out of the UK, by way of a 'Green field' start-up, or by acquisition**
- **Consolidate the management of their existing overseas operations where they have already expanded into multiple countries**
- **Identify the best in-market international advisers to work with in-country through our Touchdown Europe network**

We can complete necessary payroll and VAT registrations, calculations and returns and provide monthly management accounts either using your own software or one of our systems, typically Microsoft Dynamics GP. Through our Touchdown Europe network, we can set up bank facilities and manage these on your behalf. We can also explain your taxation responsibilities and any differences in accounting standards you need to be aware of.

By working with RSM Tenon you can work directly with in-country qualified experts, not via an inexperienced 'relationship handler'; this means that there are no hidden 'management' charges. If you want us to manage a process for you we will, and are happy to discuss our fees for doing this.

Because of the demand placed on us by international clients, our controls and procedures are well established and of proven quality. We are used to working with the auditors of our quoted clients who are subject to the Sarbanes Oxley Act.



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