



QX Business Services

The experts in delivering value to outsourced payroll and finance and accounting services



About QX

QX Ltd, a North Yorkshire based private limited company established in 2003, specialises in providing payroll and accountancy outsourcing services to a range of private and public companies in the UK through its Business Services division. QX's Indian subsidiary is known as 'QX KPO Services Private Limited'.

QX was established in 2003 by Chris Robinson, an ICAEW- qualified Chartered Accountant and a founding member of the team to take over JCJ (now HCL Doctors), a specialist locum recruitment agency, which he grew from a turnover of £1 million to £30 million within 3 years. Chris currently is Executive Chairman at QX and responsible for defining the overall QX business strategy and actively develops relationship management.

We've been in operation for 9 years and are now established as a leading provider of outsourced payroll, finance and accountancy, and recruitment process services for businesses across the UK. We have over 300 staff members serving UK clients from our delivery centres in India.

Used by over a 100 firms and businesses including ICAEW-member companies of all sizes (from sole practitioners to Top-250 firms) and UK staffing operations, we provide an efficient solution to ambitious businesses looking to achieve greater profitability by managing costs.

As an ISO/IEC 27001:2005 certified organization, QX is compliant with the UK Data Protection Act and has appropriate safety controls to protect information and intellectual property. A member of the ICAEW and NASSCOM, QX is a BSI audited, ISO 9001:2008 recognized company.

We provide:

- *Proven and repeatable processes*
- *Vertical industry expertise including accounts, payroll, recruitment and software*
- *Functional expertise across Business Process Outsourcing (BPO), Finance and Accounting (F&A) and Recruitment Processes (RPO)*
- *Flexibility in the way we operate - we meet our clients' requirements; we don't force them to meet ours*
- *Access to industry best practices and internally developed systems*

Our success

Our success is built on our high level of customer satisfaction and by providing value to our clients.

We are able to demonstrate delivery of dramatic reductions in finance and accounting operations' costs – we know we can deliver value to your clients and thus deliver ROI on their outsourcing consultant engagements with you.

We operate at the top of our game; the global, standard-setting organisation **International Association of Outsourcing Professionals (IOAP)** recognised us as a 'Rising Star' in their 2013 Global Outsourcing 100® sub-list. Additionally we rank high amongst our peers having been awarded "Best BPO/KPO" in 2010, 2011 and 2013 by GESIA (Gujarat Electronics and Software Industries Association).

QX Business Services has provided payroll and accountancy outsourcing services to a range of private and public companies across the UK since 2003.

Quality supplier

QX Ltd's Indian subsidiary QX KPO Services Private Limited, holds both ISO 27001 Information Security Management System and an ISO 9001 Quality Management System certification, is compliant with the UK Data Protection Act and has appropriate safety controls to protect information and intellectual property.

It holds the following awards:

- GESIA: Best KPO/BPO Centre: Rising Star, 2009
- GESIA: Best KPO/BPO Centre, 2010
- GESIA: Best KPO/BPO Centre, 2011 - Silver
- GESIA: Best KPO/BPO Centre, 2013
- IAOP: 2013 Global Outsourcing 100 sub-list, Rising Star

IOAP

IAOP® (International Association of Outsourcing Professionals) is the global, standard-setting organisation and advocate for the outsourcing profession. With a global community of more than 120,000 members and affiliates worldwide, IAOP is the leading professional association for organisations and individuals involved in transforming the world of business through outsourcing, off shoring, and shared services.

IAOP annually conducts an independent assessment of the capabilities of outsourcing service providers and advisors across the globe, judged by an independent panel of buyers and academic experts in the outsourcing industry.

The list recognizes the world's best outsourcing service providers and QX Ltd has been recognised in the 2013 Global Outsourcing 100® sub-lists in the Rising Star size category for companies with revenue under \$50million or less than 5,000 employees.

GESIA

GESIA is a not-for-profit, industry-led trade body that offers an independent endorsement to the quality and professionalism of an organisation's work. It is also the Chamber of Commerce of the Gujarat IT-ITES industry with over 300+ member companies.

QX has been judged the best outsourcing company in Gujarat and has now won awards in this category on four occasions. These annual awards, the only ones of their kind at the State level, recognize "Excellence" on the basis of quantitative as well as qualitative criteria and set a benchmark in the outsourcing industry.

This was the first time QX Ltd had entered the lists and was scored with high marks by the judges for its rate of growth, customer references, company certifications, employee management and executive leadership.

Security systems/data protection/ infrastructure

We know everything relies on quality infrastructure. To that end, we use a highly secure FTP server and a rapid internet connection for the transfer and exchange of all data. To ensure continuous operational delivery we back-up data every day on remote servers.

For a next-room telephony experience we use an IPLC (dedicated point-to-point connectivity) communications system to speak with our clients. Also, virtual communication in the form of face-to-face meetings is possible through a video conference facility.

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Our service includes:

- In house managed e-mail server, ie not hosted – An industry standard DELL server with 64 bit Windows 2008 server, physically and logically secured in company premises.
- Physical protection – Security process include physical security manned entry points, biometric login systems, encrypted data transfer infrastructure, firewall defences and clear desk policies. All operations areas are protected by a magnetic door locking mechanism with access only to department members. CCTV surveillance is also implemented.
- Logical protection –Anti Virus/Malware software (McAfee Enterprise edition) protects the server from Virus/Malware. All incoming and outgoing data in our IT infrastructure is controlled by sophisticated Firewall (Fortigate 80CM). All methods of data transfers to external sources are controlled. Removable storage devices like pen drives, smart phones, etc. are blocked on workstations. Access to Internet sites (email, ftp, online storage etc) is blocked by use of industry class firewall device. All client data is controlled by an Access based enumeration system which defines levels of access to data. In simple words, a computer user can see and access data only if allowed. Since inception QX Ltd has not had any security breaches.
- E-mail spam/virus scanning – All incoming and outgoing e-mails are scanned through a cloud based anti-spam solution (Symantec cloud Anti-spam/anti-virus)

Across all processes we have incorporated systems of control which ensure that we consistently achieve high standards of quality and efficiency. We've virtualised nearly 100% of the computing environment across our data centres.

Global Connectivity

- 19 Mb Internet Leased Line with 5Mbps backup
- 2x2 MB International Private Leased Circuits (IPLC) via different trans-world routing.

Verticals supported/Suite of offerings

The expertise of QX spans numerous verticals such as payroll, recruitment and software, demonstrating the flexibility and adaptability of the accounting teams. New projects always begin with in-depth knowledge-gathering to ensure the very best service can be provided.

Finance and accounts :

Quality services providing great value and flexible accounting are tailored to suit the requirements of small-to-medium clients, large PLCs, and growing organisations.

QX services include :

- Management accounts
- Cash management
- Budgeting
- Accounts payable
- Accounts receivable
- VAT returns
- Credit control

Payroll :

Right from small start-ups to big enterprises we provide payroll services to a range of organisations. For example, one of the UK's largest medical recruitment companies with over 700 employees and 10,000 timesheets per month has benefited by savings of around 50% on their payroll cost along with an average accuracy ratio of 99.88%.

Our services include :

- Processing timesheets
- Generating pay slips
- Invoicing clients
- Generating periodic reports
- Statutory compliance
- Correspondence with the Inland Revenue

We also provide specialised payroll services to suit certain sectors and run a daily payroll for a number of recruitment companies.

Recruitment :

For over 9 years QX has delivered a range of back-office recruitment support services to recruitment companies, right from small and mid-sized all the way up to large recruitment companies. We specialise in IT, engineering, oil and gas, healthcare, sales and marketing, finance and accounting sectors and executive search.

Our recruitment services include :

- End-to-end offshore RPO
- CV sourcing
- CV formatting
- Name generation
- Headhunting/Executive search
- Candidate screening
- Data administration services
- Interview scheduling
- Social media utilisation
- Timesheet and payroll services

IT and other back office functions :

QX's software services division began life as an internal department creating systems to enable QX to operate in a highly automated and efficient manner. It now undertakes a number of services for clients including :

- Application/website development
- Designing services

IT software products which the department has developed include:

- QXPDF Utility
- Practice Plus - Practice Management Software
- Purchase Order System
- Accounting Client Management System
- Defect Management System
- CRM System (Customizable)
- Bank Reconciliation System
- Timesheet Management System
- Locums Recruitment System.



Qualified Staff

QX payroll and accounts staff is at a minimum graduate degree qualified including Chartered Accountants and Management Accountants with knowledge of most UK accounting packages and back office systems. They are trained to UK standards and work to pre-defined KPIs to deliver the agreed cost savings and efficient services.

We run an internal staff training academy which conducts communication programs for all employees. These training programmes include but aren't limited to process training, English language classes, cultural acclimatization and soft skill training. Specific task training is also undertaken on the variety of software packages utilized and the staff is encouraged to continue with their accountancy qualifications.

A highly-disciplined, timely and accurate accounting service is provided since all our accountants are trained to produce accounts from incomplete records. Accessing systems remotely means initial processing of a client's work takes place in the UK, eliminating the requirement for client data to leave the country.



More than 25% of QX staff have worked in the UK previously and have first-hand experience of the UK working environment.

Why QX?

“ Since contracting QX Ltd in summer 2010 I have been really impressed with the ‘QX approach’ towards client accounting services. I believe they are different because they work to achieve the objectives of the client by working as part of the UK team rather than just being an outsourced support or cost saver. Our Management Reporting has come on a quantum leap since we engaged QX. I would personally like to thank our QX colleagues for their dedication and the quality of work which they have been able to deliver on-time and consistently. It’s been a real pleasure working with QX.

David Tymms – Head of Operations
- iQ Student Accommodation ”

“ eg solutions plc outsourced to QX in February 2009 and we have been delighted with the service we receive. Apart from the cost savings this achieved we now have our Monthl Management Accounts produced much more quickly than previously and our processes are applied more rigorously. Outsourcing this aspect of our Finance Team freed up our Financial Controller to work on the more complex accounting policies and allows him to concentrate on providing specialist advice to our business on financial matters.

Elizabeth Gooch - Chief Executive
Officer - eg solutions plc ”

• **Your role is to deliver value to your customers** – you need to ensure that their investment in your skills is returned many times over through the use of cost effective outsourced suppliers.

• **Our role is to deliver value to our customers** – we operate as a cost effective outsourced supplier, delivering savings of up to 60% against the costs of running their operations in the UK.

• **We strongly believe you will deliver real ROI to your clients by proposing QX Ltd as their outsourcing partner.**



For more information:

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