



H CONNECT INTERNATIONAL

Trusted offshore partner in helping UK care businesses scale with confidence.

Learn more about us in this short introductory video



CLICK PLAY



1.3 MILLION UK COMPANIES PLAN TO INCREASE OUTSOURCING OF BACK-OFFICE FUNCTIONS TO MITIGATE RISING COST

71% of large companies and 24% of SMEs plan to increase back-office outsourcing in the next three years. (Reports Employer News UK)

LET US HELP YOU BUILD YOUR REMOTE TEAM WITH EASE.

OPERATIONS COST



TIME ZONE FLEXIBILITY



PROCESS IMPROVEMENTS



✓ Key Benefits:

- Significant Cost Reduction (50-60%).
- Expert Team at £8.50/hr.
- Efficiency & Quick Learning – High productivity with fewer staff needed

✓ Seamless Operations

- 24/7 Support – Choose the time zone that best fits your needs
- Dedicated Account Lead – Round-the-clock support for complete peace of mind



Process Architects








- Our experts streamline workflows
- Eliminate Waste – Identify inefficiencies and enhance productivity

FREE TRIAL

For a limited time in January and February, we are offering new clients a 2-month free trial. Cancel anytime without penalty.

THE H CONNECT INTERNATIONAL ADVANTAGE

UK businesses trust us for their offshore services because we operate as a true extension of their business, prioritising their business outcomes.

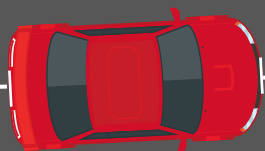
-  **50-60% Cost Savings**
We deliver exceptional cost savings, both upfront and over the long term.
-  **Staff**
We'll assemble a high-performing offshore team tailored to your needs within 6-8 weeks. Your team will consist of professionally certified and trained staff equipped with strong English language/communication skills.
-  **We Work to Your Time Zone**
We align our work schedule with UK business hours and holidays.
-  **Complete Ownership of Operations**
We take full ownership of all deliverables, ensuring smooth business outcomes with clear SLAs and KPIs.
-  **Automation at No Added Expense**
We will look for ways to improve your process and integrate automations into your existing processes, with no additional cost to you.
-  **Dedicated Account Manager**
Your personal account manager will be your direct escalation point for any urgent support needs, whenever you need it.
-  **Information Security**
We are an ISO27001 certified organisation, and all staff strictly follow GDPR protocols and practices.



5-STEP CLIENT ONBOARDING PROCESS

We have a proven track record to setup your operation and transition your roles from onshore to offshore within 6-8 weeks

Our onboarding process is tried and tested by over 20+ clients globally.



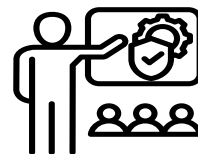
- Discuss the client's business goals, challenges, and how our services can address those needs.
- Set clear expectations for the process and timelines.



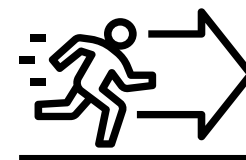
- Ensure the LOA outlines all agreed terms and conditions.
- Review, clarify, and sign the LOA, document for future reference.



- Finalise job descriptions.
- Recruit and onboard offshore team.
- Conduct initial check-ins.
- Grant system access, implement security protocols, and ensure functionality.



- Provide training on
 - Tools.
 - Processes.
 - Communication norms.
 - Culture.
 - Care domain knowledge.



- Final review.
- Ensure readiness.
- Conduct soft launch.
- Provide ongoing support.

Initial Intro Meeting

Sign LOA

Hiring & Access Set up

Training / Ways of working

Go live

Step 1

Step 2

Step 3

Step 4

Step 5

OUR SERVICES: Specifically for Care Business in UK

FINANCE & ACCOUNTING

Accounts Payable

- Supplier invoices
- Supplier management
- Supplier payment run
- Creditor analysis

Accounts Receivable

- Sales invoicing
- Contribution invoicing
- Customer platform updating
- Sales accruals
- Debtor management
- Payment processing
- Credit controls and collections
- Reconciliations

Accounting & Bookkeeping

- Bank reconciliations
- Credit card uploads
- Monthly journals
- Central services cost allocation journals
- Accrual & Prepayment journals
- Month-end and Year-end closing

Management Accounting

- Generating monthly management reports (variance analysis on costs across homes & budgets)
- Monthly reporting walkthroughs

Other

- Account Management
- Audit / Compliance support
- Cashflow statement preparation
- Payment Set-up for HMRC tax

OTHER SERVICES

Payroll Processing

- Rota Management
- Time tracking
- Weekly salary advances
- Absent and late arrival reporting
- Daily Head checks
- Manager Clocking Reports
- Monthly payroll processing

HR & Admin

- Employee onboarding
- Mandatory care home, care support and resident management training administration
- Probation supervision monitoring
- Employee supervision monitoring
- Employee offboarding process
- Reference process

Compliance Support

- Vehicle management on MoT, Tax and annual services.
- Property management to comply with CQC regulations & relevant certifications (legionella, COSHH, Fire Risk Assessment etc)
- Medication Tracking
- Reporting and tracking resident accident and incident reporting
- Administration of required policies (compliance policies of CQC & person-centred care policies)
- Tracking Key Risk Indicators across homes

IT Support

- Access system management
- Data security compliance
- End to end remote tech support
- SharePoint / O365 / Employee set up management

TECH STACK

FINANCE AND ACCOUNTING

HR AND PAYROLL

ANALYTICS

COMPLIANCE TRACKING

EMPLOYEE TRAINING MANAGEMENT

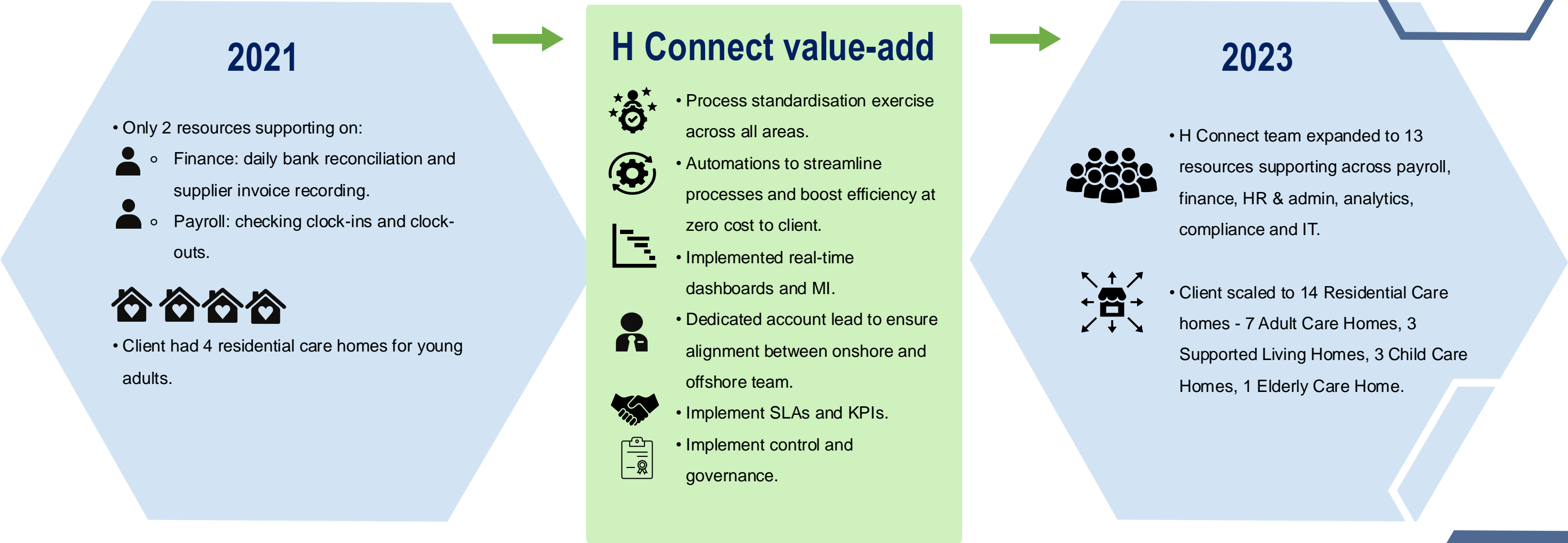
 

AI AND AUTOMATION

AN IMPACTFUL CLIENT STORY

The client is a leading provider of supported living and residential care for people with learning disabilities.
With 300+ employees across 14 different residential care homes supporting different demographics. Headquartered in London.



We gave our clients peace of mind by efficiently managing their back-office functions, allowing them to focus on growing their business.

CASE STUDY 1 : PAYROLL TRANSFORMATION

Background

The client faced several challenges in managing employee schedules, payroll processing, and operational reporting across multiple homes. Manual processes led to inefficiencies, increased administrative burden, and potential errors. To address these challenges, various automations and system integrations were introduced, resulting in streamlined workflows and cost savings.

Key initiatives and Automations

<p>Shift Scheduling and Leave Management</p> <ul style="list-style-type: none">Created shift schedules for all employees across homes for a four-week period.Integrated updates for annual leave, training schedules, overtime shifts, and cover shifts.Systems Involved: Moorepay & Eco-time. <p>Outcome: A comprehensive rota providing a clear overview of shift allocations, including full-time, part-time, and bank staff without incurring additional costs.</p>	<p>Eco-Time Management</p> <ul style="list-style-type: none">Configured modules for error correction, clock-in/out tracking, and shift adjustments.Introduced a Google Form for employees to lodge clock-in queries, reducing email traffic and administrative effort. <p>Outcome: Streamlined clock-in management and reduced errors without incurring additional costs.</p>	<p>Fast Pay Requests</p> <ul style="list-style-type: none">Transitioned from email-based requests to a Google Form for salary advances.Verified overtime shifts through clock-ins before processing payments. <p>Outcome: Simplified the process for employees and payroll teams, improving efficiency.</p>	<p>Payroll Enhancements</p> <ul style="list-style-type: none">Uploaded hours and leave data directly from Eco-Time and Natural HR to Sage 50 Payroll.Automated bank holiday pay calculations and training hour payments.Introduced monthly payments for accrued annual leave to bank staff.Automated reference processing for leavers and added new employees to Sage 50 Payroll.Generated P45s and managed pension contributions for departing employees. <p>Outcome: Reduced manual data entry and improved payroll accuracy.</p>	<p>Statutory Compliance and Document Management</p> <ul style="list-style-type: none">Automated tax code updates using HMRC Online Services.Streamlined the handling of sick notes (SSP) and maternity payments by uploading documents to Natural HR.Enhanced reconciliation and reporting processes for payroll summaries. <p>Outcome: Ensured compliance with statutory requirements and reduced administrative effort.</p>
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Key outcomes delivered:

<p>Total 50 hours saved, achieving 20% improvement in overall process efficiency</p>	<p>Accuracy improved from 90% to 100% after successfully transitioning the process</p>	<p>A 90% decrease in payroll-related queries.</p>	<p>100% statutory compliance</p>
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CASE STUDY 2 : AUTOMATION FOR OPERATIONS SUPPORT

Background

The client, a leading provider in the care and support services sector, manages numerous homes and facilities across different regions in the UK. Their daily operations involve extensive data management, reporting, and communication, requiring significant manual effort and time.

Key initiatives and Automations

<p>Audit Scores and Audit Status Check</p> <p>Improvement: Created an Excel sheet connected to the mail folder, automating data extraction and refresh processes.</p> <p>Outcome: Saved 55 minutes daily.</p>	<p>iCare Reports and Forms Formatting</p> <p>Improvement: Developed Excel automate scripts for consistent formatting of reports.</p> <p>Outcome: Saved 30 minutes daily. Efficiency Gains: Streamlined workflows and ensured uniformity across reports.</p>	<p>Actions and Alerts Formatting</p> <p>Improvement: Automated data formatting with Excel scripts to reduce manual intervention.</p> <p>Outcome: Saved 15 minutes daily.</p>	<p>RAC Automation</p> <p>Improvement: Introduced Microsoft Scripts to simplify vehicle tracking and reporting.</p> <p>Outcome:</p> <ul style="list-style-type: none">• Saved 10-12 minutes daily.• Enabled onshore managers to easily filter and access data.	<p>Payroll Queries Dashboard</p> <p>Improvement: Enhanced filtering options and visualizations for better data navigation.</p> <p>Outcome: Provided deeper insights into payroll trends over customizable periods.</p>
<p>Positive Behavioural Support Report</p> <p>Improvement: Consolidated 10 reports into one comprehensive report with trend charts and visual insights.</p> <p>Outcome:</p> <ul style="list-style-type: none">• Simplified complex data presentation.• Received client appreciation for clarity and usability.	<p>Appraisal Tracker</p> <p>Improvement: Developed a tracker to monitor appraisal compliance and highlight pending actions.</p> <p>Outcome: Enabled targeted follow-ups and ensured compliance across services.</p>	<p>MOT Tracker</p> <p>Improvement: Added detailed tracking for vehicle MOTs, service history, and journey status, with automated formula-based</p> <p>Outcome: Provided up-to-date information for effective vehicle management.</p>		

Key outcomes delivered:

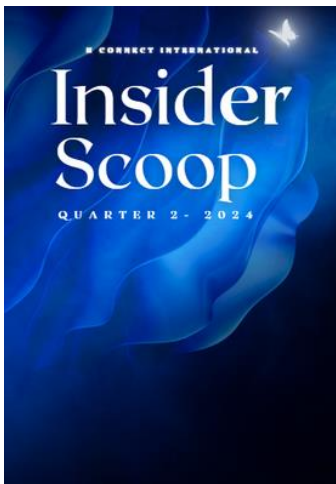
120 hours saved per month achieving 0.7 FTE productivity gains	90% of all process have incorporated automations at different levels	Produced real-time reports, improving transparency and revealing key risk indicators
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STRONGER TOGETHER

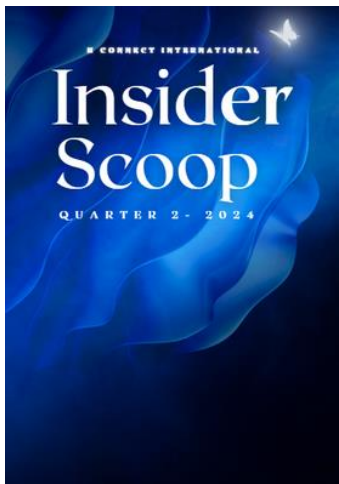
We look forward to working with you.

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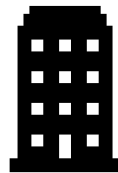
2024 Q3 & Q4 Newsletter



LinkedIn



Website



Take an office tour

