

**CASE STUDY****New Millennia Group Ltd.**



About the entity

New Millennia's business model operates within the £28 billion per annum United Kingdom Temporary Recruitment Industry. It provides invoice funding, credit insurance, payroll and administration facilities to recruitment agencies operating nationwide.

New Millennia has been working within this industry since 2000 and holds both trade body and government licenses to operate. The administration processes and government compliance issues are very complex and are susceptible to several major changes each year.



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New Millennia Group Ltd.

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(United Kingdom)

Sector:
Financial services

www.newmillennia.co.uk



Introduction

New Millennia Group provides back office and funding for temporary recruitment agencies in the United Kingdom.

One of its main objectives since May 2000 has been to provide efficient and expert financial, legal and administrative services to help temporary employment agencies and end customers to grow and succeed with their business plans.

AuraQuantic BPM Suite provided the solution for New Millennia Group to empower UK companies to comply with the Employment Regulation Agency Act (AWR) from the moment the regulations came into effect.

What is AuraQuantic?

It is a platform that offers easy design and execution of even the most complex operational processes without additional programming.

You simply define the process flow diagrams using drag and drop and AuraQuantic organizes the rest, sending tasks to the right people at the right moment.

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Challenge

For a Temporary Recruitment Agency, one of the most important requirements is to ensure that the administrative processes are running smoothly.

New Millennia understands that independent temporary recruitment agencies must compete with large national companies, but in most cases they lack the resources (fiscal and technological) to do so on equal terms. New Millennia levels the playing field by providing payroll processing, invoicing, credit control, bad debt protection and a host of other services, allowing independent agencies to get on with the job of servicing their clients while being secure in the knowledge that the administrative functions are being taken care of in a professional manner.

In order to facilitate this, from 2000 to 2010 New Millennia used several disparate software packages which were working together / inter-connected via manual paper systems which produced many operational headaches.

MAIN CHALLENGES:



- Operational process speed.
- Operational process security.
- Communication between operational processes.
- External interaction of operational processes.
- Supply chain system integrations.
- Frequent change of operational processes.
- Information management in real time.
- Mountains of paperwork .



Solution

In 2010 New Millennia decided to implement an automated and centralized control of the services they were providing their clients. To achieve this, it was imperative for this control to be integrated with their client's applications and for it to be highly efficient to comply with the legal regulations and controls in the recruitment field.

As competition is fiercer than ever, any poorly managed administration process could lead to the loss of clients, litigation, etc. All operational processes

had to be treated with the maximum efficiency and urgency that their clients required, so New Millennia began an extensive investigation in search of a system capable of developing an effective control of a large number of administrative processes and of complying with the most demanding government regulations in the temporary recruitment field; and also capable of optimizing resources and minimizing costs.

In November 2010 they opted for AuraQuantic BPM Process Management Platform.

There were four main reasons why New Millennia selected AuraQuantic:

- 1. Its ability to build any process without the need for programming.** Even in the early stages of evaluating the BPM systems available on the market, New Millennia realized that AuraQuantic had the appropriate functionality to solve their business requirements.
- 2.** It enabled their agencies, temp workers and end clients to work online via their **individual Portals** and **interact with the AuraQuantic processes**, thus creating one of the most sophisticated digital interfaces in the UK's recruitment industry.
- 3.** The ability to produce processes with a **very high degree of security**, capable of **protecting all the highly confidential information** (data and documents) generated by the company itself and the agencies.
- 4.** A 21st Century "Real-Time" information management system.

“With AuraQuantic we can manage contracts on time and without the risk of error.”



Results

New Millennia implemented over 600 processes in 2 years, from the creation of employee records right through to the payroll control, all with an automated service of alerts, alarms and notifications and in line with compliance requirements such as HM Revenue & Customs and AWR (Agency Workers Regulations).

The project successfully covers all the objectives, including:

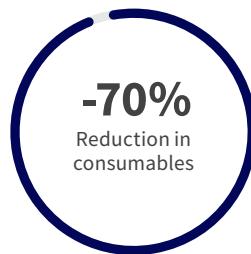
- **Contract management.**
- **Process automation** with a visual and intuitive real-time monitoring, of any movements in the processes.
- **Compliance management;** any changes in legal and regulatory requirements are quickly and efficiently implemented in the processes.
- **Agency workloads are minimized** and paper work has been eliminated.
- **Effective Document Management systems are integrated** within the processes.



THE DATA:

They have implemented over **600 processes in 2 years**, from the creation of employee records right through to the payroll control.

Impact



Quotes:

"We could spend months training a BPM consultant on the nuances of what we do and why we do it, and they could still get it wrong. It was much easier for us to simply learn to do it ourselves, and fortunately AuraQuantic made that easy."

Don Payne | New Millennia Managing Director



"Since our deployment of AuraQuantic we've seen a 70% reduction in consumables—paper and toner—and we've been able to retire printers as well as the fax lines that used to be used to receive time sheets. Now everything is delivered through AuraQuantic which means no more lost time sheets, which used to be a problem when paying 5,000 people per week."

Don Payne | New Millennia Managing Director



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