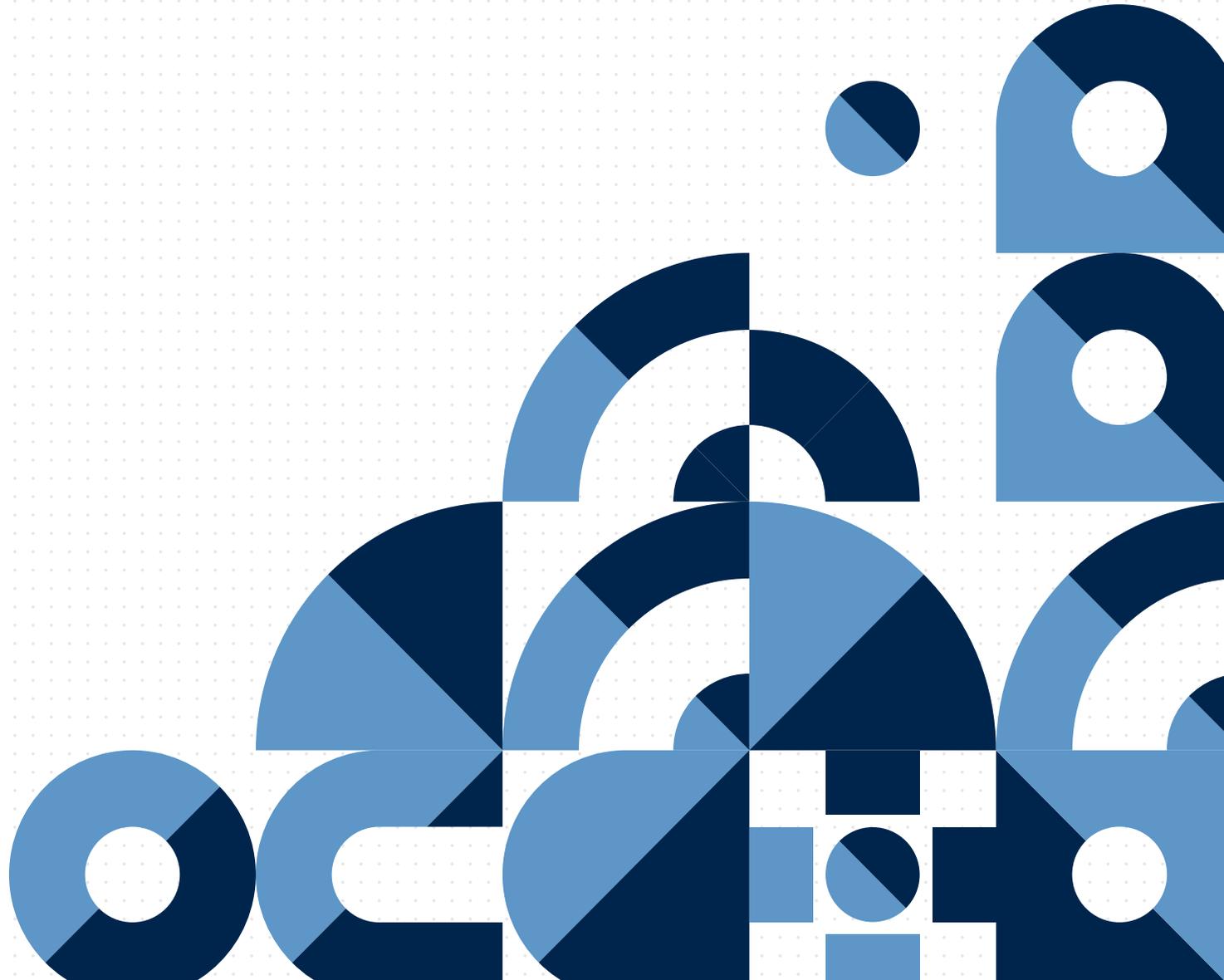


# Liberata

| Corporate  
Overview





# Liberata

is a trusted, innovative partner that helps public and commercial sector businesses transform, automate, deliver and run services.

With over 40+ years of experience, we help them accelerate their digital transformation through a suite of value-added products and services in customer experience management, generating additional income, administering benefits, accounting and financial transactions, HR and Payroll.

Many of our services and solutions are available for procurement under the Government's G Cloud 12 and the CCS Contact Centre and Business Services (RM6181) frameworks.



# Finance & Accounting Services

We offer a full range of transactional Finance and Accounting services across both the public and commercial sector.

Whether it is chasing invoice payments and resolving queries within your Accounts Receivable function or, providing additional support through your Accounts Payable service and increased processing of invoices or, improved supplier management, we can help.

## Accounts Payable

We offer a fully managed, scalable and efficient accounts payable service including:

- **Invoice Processing**  
Providing a rapid and accurate transactional service. We process over 2 million invoices annually
- **Supplier Management**  
On-boarding of new suppliers and ongoing working with suppliers to ensure accurate and timely payments
- **Supplier Statement Reconciliation**  
Validating and reconciling supplier statements to ensure that ledgers are accurate
- **Supplier Payments**  
Delivering on-time supplier payments as part of the core service or as a resilience function

## Accounts Receivable

Our fully managed, scalable and efficient accounts receivable service includes:

- **Billing**  
Providing the end to end billing function. We bill over £4 billion annually
- **Account Management**  
Ensuring rapid setup and ongoing management of client and customer accounts, timely billing and robust cashflow
- **Recovery, Credit Control & Enforcement**  
Providing the full debt recovery solution for invoices that exceed payment terms, using our links with the UK's most effective enforcement agencies
- **Debtor Support**  
Supporting vulnerable customers and businesses with budgeting support, income

## Duplicate Payment Recovery Service

Our Duplicate Payment Recovery Service will help you generate positive cashflow and boost your profits. With minimal input needed from your team, we'll undertake a specialist recovery audit of your purchase ledger. Using our latest innovations in sophisticated analytics, backed up by expert professionals, we will identify historic overpayments, duplicate invoices and unclaimed credits, and then manage the entire recovery process on your behalf. What's more all of our fees are contingent upon successful recovery of funds - no recovery, no fee!

## Back On Track Services

Backlogs can build up for lots of reasons. We offer a helping hand so you can deal with the problem before it becomes a full blown crisis.

You'll have access to experienced, UK-based, Finance and Accounting staff to work as an extension to your team, giving you a more cost-effective option than relying on temporary staff.

As well as helping clear the backlog, we will work with your team to get to the root cause and advise on practical ideas to prevent future issues.



## Supplier Statement Reconciliation Service

Supplier statement reconciliations are a valuable but challenging process, often one of the first activities dropped by a busy finance team.

Our comprehensive managed service will complete the reconciliations for you. Our specialist team of professionals is supported by our proprietary technology to identify errors and omissions.

We'll improve your cashflow and productivity by finding credits, discounts or adjustments you weren't aware of. We'll significantly reduce queries from suppliers and give you full confidence in the accuracy of your ledgers.

## Paperless Direct Debit Service

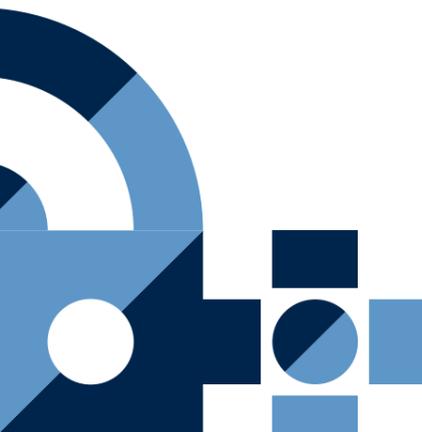
Our new Paperless Direct Debit service is a secure and easy way for customers to sign up online or by phone, and the process can be seamlessly integrated with existing systems. It greatly speeds up and simplifies the signup process, boosting the number of customers paying by Direct Debit, whilst reducing administrative costs.

We can also provide full end-to-end administration of the Direct Debit process, including managing payment schedules, automating correspondence to the payer, production of AUDDIS and collections files, and processing of all Bacs reports.

“

When we started working with Liberata we had a significant backlog of invoices. Within a week, their finance experts had enabled a team to not only clear the backlog but provide comprehensive root cause analysis to ensure we could refine our processes going forward and improve cash flow. Our partnership continues to make a really positive impact on our business. ”

Head of Procurement | Large Independent Contract Catering Company





”

Since working with Liberata, errors in payroll runs have reduced to virtually nothing – where issues arise we have found the team is very responsive and easy to engage with. They provide a very cost – effective and accurate service. ”

Vicky White | Strategic HR Lead  
Burnley Borough Council



# People Services

We offer People services across both the public and commercial sector ranging from The Ministry of Justice, Worcester County Council, Staffordshire County Council, Burnley Borough Council, West Mercia Police Force, Warwickshire Police Force and Our Lady of Lourdes Catholic Multi-academy Trust.

By partnering with Liberata, you will be able to ensure employees are paid on time and accurately, manage all their HR requirements, and, should the unfortunate time come when job redundancies are a real threat, you will be able to offer outplacement support for your people. Whether you're looking for a standard or a bespoke solution, Liberata's People Services can deliver a reliable and trusted partnership for you.

## Payroll Services

Our Payroll Services ensure employees are paid on time and accurately, delivering payroll services with 99.5% accuracy.

Liberata offers four tiers of service: Payroll Bureau, Fully Managed Service, Specialist Services and our Premium Service – allowing our clients to pick the solution that meets their current and anticipated needs.

All services can be procured alongside our suite of HR Services.

## DBS Online Service

Manual Disclosure and Barring Service (DBS) checks can be a manual, costly and labour intensive exercise. Our online DBS Checks were designed with this in mind and are fast, secure and easy to use. We firmly believe that this service will be more cost effective than your existing solution, whether that is in-house or with a 'third party'.

Our service is available to a variety of organisations such schools and education providers, grass roots sports clubs and leisure facilities providers.

The DBS online portal has built in functions to enter, validate and submit basic, standard and enhanced DBS checks, as well as External ID validation and provides you with the reports you need to track progress of each case.

We also offer the ability for organisations that use the portal to pay their invoices monthly by Direct Debit. This will reduce your administration costs through ensuring that payment of bills is managed automatically.

## HR Services

Our experienced team deliver a wide range of transactional and strategic HR services for organisations across the Public and Private Sector. Whether you want to outsource entirely or just need support for a standalone project, we can build a solution that works for you.

- **Transactional**  
From recruitment support, pre-employment screening and contract issuance, to sickness and leavers administration, we can provide expert on demand transactional HR support for your organisation when and where you need it most
- **Strategic and Advisory**  
Whether it's the formation of HR strategy, support on complex disciplinary procedures, or managing redundancy processes, accessing our team of specialist HR Consultants for more complex HR issues couldn't be easier.
- **Organisational Development**  
From building role profile, competency, and development frameworks to graduate and apprentice programme support, our specialist OD Consultants can help you deliver sustained growth through the development of your people.

## Outplacement

Powered by **Renovo**, part of the Liberata group, we have a range of specialist outplacement support services to help you provide highly personalised, flexible and cost-effective careers and job search support for those employees impacted by redundancy.





# Local Government Services

We offer fully managed end to end revenues and benefits, finance and accounting, HR and payroll services, alongside our on-demand Capacitygrid service offering across the UK. Our Capacitygrid services can be delivered on either a short or long term basis and covers council tax, business rates, and housing benefits alongside digital transformation support.

Our services are particularly suited to councils who are looking for a tried and tested method of generating additional income through the delivery of review services but who may not wish to enter into a long-term agreement.

With 40+ years of experience, Capacitygrid by Liberata has delivered over 600 reviews and generated £675m of income for various authorities across the UK.

## Business Rates Review Service

Our Business Rates Review is a cloud-based service application that can be utilised by any UK authority to provide a simple and cost effective way of identifying business rates growth and generating much needed income for local authorities.

Our service delivers multiple-source data matching, analysis and cleansing to identifying hereditaments missing from the business rates list and potential Rateable Value growth. It is a full end-to-end solution that interfaces with council systems such as Business Rates via data extraction routines. Our service provides data matching analysis and cleansing, undertaking of inspections where needed and collation of evidence ahead of submission to the Valuation Office Agency.

## Empty Homes Review Service

Our Empty Homes Review is a cloud-based service that is guaranteed to help English authorities maximise their New Homes Bonus (NHB) funding by completing a full review of their Long Term Empty (LTE) properties, and correctly identifying those properties which are now occupied / 2nd home / uninhabitable and qualify for NHB funding. To date we have delivered over 450 separate reviews on behalf of 179 local authorities generating over £450 million in NHB funding and identifying over 70,000 properties as occupied.

The Empty Homes Review Service focuses on the validation of long term empty properties to maximise New Homes Bonus income and improve accuracy of Council Tax collection and records. It uses a tried and tested review process that is proven to improve the quality of empty property data and reduce numbers of long term empty properties, generating valuable NHB funding and delivering a number of social benefits to the local authority area.



## Universal Credit Automation Service

Our Universal Credit Automation service is designed to enable all UK authorities using the Academy or Northgate revenues and benefits system to reduce and remove the manual effort required within a council's benefits team to process changes notified to the authority by the Department of Work and Pensions (DWP) as part of their Universal Credit service.

The Capacitygrid Universal Credit Automation service works with:

- Files received from DWP
- Files matched, automated and completed
- Unmatched files presented as exception reports for manual resolution

In total, the Capacitygrid UC Automation service typically automates up to 80% of UC notifications.

## Single Person Discount Review Service

Our Single Person Discount (SPD) Review is a cloud-based service application that provides all UK authorities with a simple and cost effective means of eliminating fraud and error across Single Person Discount awards by undertaking a full and accurate review of each SPD award. It is a full end-to-end solution that interfaces with the council's Council Tax system via data extraction.

The system provides data matching, analysis and cleansing, generation of review letters and a mechanism to collate customer responses and evidence through the use of citizen facing web forms. System reporting provides real-time reporting including outcomes of all review activities and the status of each SPD.

As an additional service option, specialist resources are available to handle customer service enquiries, case validation and Council Tax system processing.

## Anytime Service

Our Anytime service is designed to provide all UK authorities with a full end to end back office automation capability resulting in no manual effort required by the council for the transactions that go through this service. Our Anytime service expands on our automation capabilities to provide employees who are trained to determine next steps at an unavoidable manual decision point.

Typically these involves:

- Making process decisions prior to automating the transaction
- Deciding on next steps midway through an otherwise automated process
- Administering claims that fail an automation process i.e. a miss-match
- Administering claims that are currently unable to be automated in full or part

Our Anytime approach is to replicate existing council processes to ensure service continuity and seamless service delivery to the end customer. As part of our implementation process we ensure council requirements are collated and reflected in process changes and employee training prior to the commencement of the contract.

## Cloud Tools

Our CloudTools software suite supports sustainable digital transformation by rounding out the capabilities provided by commonly used customer portals. Available as a Software as a Service platform, CloudTools both complete the online toolkit and provide service teams and managers with the tools necessary to deliver the cultural and productivity changes that are key to delivering savings.

Each component of the CloudTools suite is designed to provide actionable intelligence regarding the services requested by customers, the actions taken to deliver those services and the customer perception of the service. Such as capturing staff activity and assessing those activities against output helping to drive better productivity for both office based and home-working teams, or ensuring that quality and accuracy checked are being undertaken in a structured, consistent manners across all teams and providing managers with clear and actionable intelligence to support early intervention should service quality dip at any point.

## One Debt

Our Debt solution covers Council Tax and Business Rates services, focusing on the collection of all arrears and aged debt but also includes other business debt handled by accounts payable services. The key elements of the service include:

- **Income Maximisation**  
to maximise the collectible income and drive early intervention for outstanding debts.
- **Early Arrears**  
providing a softer focus than traditional enforcement to help customers address arrears as they start to accrue, but without adding additional costs to their liability, which will be of particular assistance to the most vulnerable and those who have been adversely affected by the pandemic.
- **Collections**  
providing enforcement where appropriate for debts that are not currently being handled through existing activity.



Following a tendering process Capacity Grid was one of two suppliers engaged by the Council to maximise its business rates income. The RV Finder service from Capacitygrid has really helped us ensure that our data is as accurate as possible and, when the VOA has processed the outstanding cases, I fully expect to see more than £1,000,000 of additional RV. The “risk and reward” model works well and the ~~Success is only the service for something~~ that we will use on a regular basis. //

Steve King | Revenue & Benefits Team Leader | Leicester City Council





## Automation Services

As experts in payment and transaction automation services for organisations, we deliver services that revolutionise the way that transactions are successfully completed without the need for cumbersome manual checks.

What's more, we can implement this quickly using our in-house teams without the need for an external provider.

## Customer Contact Services

We provide high quality and cost effective customer management services that impact millions of people across the UK. We are able to create shared service centres, meaning our customers benefit from best practice across our teams, which ultimately helps you serve your customers better.

Our award-winning customer services teams operate across five locations to ensure full service resilience and are accredited to the highest standard possible in the Contact Centre Association's (CCA) Global Standard©.

## Education Services

We offer services covering budgeting, accounting, HR consultancy, HR Business Support, Payroll and Pensions.

Administration service:

- Dealing with Legislation updates, tax and NI changes
- Extensive reporting covering overall costing reports, payroll change reports and change threshold exception reports
- Proactive management of sickness and absence
- TUPE transfer for schools converting to academy status or joining established academies
- Understanding the impact of National Funding Formula
- Financial changes for schools converting to academy status

Using our seamless support services in HR and Payroll, you will benefit from our team's in-depth knowledge and commercial experience to help you deliver.

## Property Services

We offer a professional integrated approach to the proactive management of property assets to both public and private sector clients. These include local and central government bodies, helping our customers achieve and redefine service performance, capacity, quality and cost.

We offer Estates Management services that cover a wide range of requirements utilising up to date technology and systems, contractor reviews and supply chain assessments to achieve the best value on behalf of our customers.

Our team consists of qualified professionals including estates surveyors, building surveyors, quantity surveyors, facilities managers, DFG design services and property support staff.



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