

Duplicate Payments Review

# Bytes Digital Conducts A Duplicate Payments Review

Having partnered with Liberata, errors in the payroll service for Burnley Borough Council have reduced to less than 1%

## Overview

Bytes Digital are one of the UK's leading suppliers of fixed, mobile and digital communications for business. Since they were founded in 2013, they have been on a big journey. From business mobiles to 4G WiFi, fixed line connectivity, hosted telephone systems and even web design.



## The Challenge

Duplicate payments can be a major issue for any business – but especially for organisations with a substantial supplier base. The more suppliers that a company has, the bigger this problem may be. At Bytes

Digital they wanted to understand if they were making any duplicated payments across their supplier base. Especially within the current climate, making sure that there aren't paying any unnecessary payments is crucial.

## The Solution

Liberata has a tried and tested Duplicate Payment Recovery Service that has benefitted local authorities, Central Government bodies and private sector organisations. The solution is offered on a "risk and reward" basis as a stand-alone service or as a part of a wider Finance and Accounting partnership. Put simply,

this is a two stage service – we identify any overspend and then we recover the money for you.

The actual process involves the use of bespoke algorithms within our data matching engine to identify the duplicates that people often miss.

## The Benefits

**9 days from initial conversation to review being completed, with very little interaction needed from Bytes Digital to perform the review**

**Due to no duplicate payments being identified there was no charge from Liberata**

**Bytes Digital had their minds put at ease as no duplicate payments were identified**



**"We had an approach from Liberata about conducting a duplicate payments review, as a responsible business we wanted to ensure that duplicate payments wasn't an issue for our business and on the basis it was a risk-free review we agreed. From start to finish the communication from Liberata was fantastic, we were extremely satisfied with how quick and efficient the process was, within 9 days and with very little commitment on our part the review was completed and it identified there were no duplicate payments, this put our minds at ease that our processes were working."**

**PAUL ASTLE – MANAGING DIRECTOR, BYTES DIGITAL**



## Contact us for more information



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