

## Customer Case Study

# Inspire Healthcare Services

Website: [www.inspirehealthcare.co.uk](http://www.inspirehealthcare.co.uk)

## Company Overview

Inspire Healthcare Services provides a complete range of washroom and disposal services for nurseries, schools and colleges, hospitals, local authorities, factories, managing agents, contract cleaners, theatres and cinemas. Established in 1998, the business has grown steadily year on year and now employs a staff of 35, covering contracts right across the Midlands and further afield in Bristol and Oxford and in Leek in Staffordshire, working with partners to provide a national service.

With a professional management team and highly experienced personnel in the field, Inspire Healthcare has a reputation for providing a high standard of service. Inspire Healthcare offers the latest equipment on the market and waste services fully regulated by the Environment Agency.

## The Challenge

Inspire Healthcare operates annual service contracts for regulated waste, invoices are generated in advance for a year's service. Customers often delay payment, so tight credit control is essential to ensure that there is sufficient cash in the business and that the day's outstanding figure is kept firmly under control. The department handling credit control tried external debt collection, but being a paper system, this was unsuccessful and very inefficient in terms of the time taken to recover debts.

Invoicing is dealt with by a bespoke system, which used to print and post around 150 invoices, three times a week. Copy invoices and credit notes would also be printed, faxed or posted to customers and then filed manually, taking several hours each week and incurring postage and stationery costs.

## The Solution

Inspire Healthcare was introduced to Credit Hound and Spindle Professional by Harley Grove in 2008. Both products are fully integrated with the company's Sage systems, which have also been successfully upgraded by Harley Grove.

Inspire has its own bespoke invoicing system, which has been integrated with Spindle Professional, allowing invoices to be emailed straight to customers and automatically archived electronically, for easy retrieval.

Harley Grove provided all installation and training and is able to log into the system remotely, which allows for fast troubleshooting when required.

**Inspire**  
healthcare services

*"The combination of Credit Hound and Spindle Professional are very time and cost effective. Having a record of every single contact you've had with each customer on the screen in front of you is hugely beneficial. You can explain when you last called, what the response was and so on; being very factual allows you to be so much more professional when handling objections and excuses for outstanding payments."*

Gerri Hall, Finance & Payroll Manager

