



LEADING EMPLOYER OF RECORD PLAYROLL IMPROVES AR MANAGEMENT WITH KOLLENO

Introduction

Playroll is a global employer of record that manages payroll and compliance for business of all sizes. They offer the necessary tools and resources to efficiently hire, pay, and retain talent across 180+ countries through a comprehensive digital platform.

However, as their business and customer base grew, they began to face administrative hurdles, including overdue payments.

Challenge

Playroll confronted challenges including a cumbersome and manual collections process, visibility of customer communications, and managing queries due to their growing customer base.

Thus to maintain efficiency and support their growth, Playroll needed a solution. Seeking to reclaim their time and redirect focus towards core services and growth, Playroll required a system that could provide real-time visibility of outstanding invoices, automate outbound communication to enhance collections, and save the team time.

“By using Kolleno, we’ve reduced our overdue balance by 34% and cut down 8 hours of manual collection work each week.”

Carli van Tonder

Financial Controller, Playroll

Solution

Playroll chose Kolleno for its seamless integration with Xero, providing instant real-time visibility of their financial operations, which further allowed them to streamline their collections and payments. This was achieved through features such as automated communication workflows, customer timelines, and the automated task manager.



“Kolleno has greatly simplified our processes. The platform is easy to use, robust in functionality, and the Kolleno team provide constant support tailored to our needs.”

Carli van Tonder, Financial Controller, Playroll

Results

Since the implementation of Kolleno, Playroll has reduced their overdue balance by 34% and saved an average of 8 hours per week by automating 90% of their outbound communication.

Playroll leveraged Kolleno’s ability to centralise their financial and customer data. They gained complete visibility into customer invoice statuses and utilised it to build their automated communication workflows. By creating workflows based on triggers such as days overdue or amount overdue, Playroll could segment customers effectively and automate communications, internal and external escalations, and task creation as needed. Additionally, Kolleno’s customer timeline feature simplified query resolution by consolidating all communication and payment data for each customer in one place, providing the team with a comprehensive overview. These features not only saved time but also provided peace of mind, allowing Playroll to concentrate on core services and sustained growth.

Integration and Adaptability

A critical feature of Kolleno is its seamless one-click integration with Xero, which enabled Playroll immediate access to real-time visibility and analytics. This further ensured Playroll’s financial operations remained smooth and uninterrupted at all times.

Conclusion

By implementing Kolleno, Playroll has managed to streamline and optimise their financial operations. As a result of the improved collections, query resolution, and time saved, the finance team was able to channel their efforts and focus more on company growth and strategic activities.

Playroll

Company Snapshot

Company: Playroll

Location: London, United Kingdom

www.playroll.com

Kolleno.

Partner Name: Kolleno

Location: London, United Kingdom

www.kolleno.com