

HG TECHNOLOGY

JAMES ANDREW
INTERNATIONAL

1. The Challenge

James Andrew Residential, a leader in residential management services, needed a solution to streamline their weekly cash reconciliation process across multiple bank accounts. The manual process was time-consuming, required significant staff effort, and was prone to inaccuracies. These inefficiencies hindered productivity and risked affecting customer satisfaction.

2. The Approach

HG Technology collaborated with James Andrew Residential to develop a tailored solution. They designed a bespoke Excel-based system to automate the reconciliation process. This system allowed multiple bank file downloads to be processed automatically, eliminating the need for manual input while ensuring greater accuracy and efficiency.

4. The Feedback

"HG Technology's experience and knowledge of our business helped them to effectively identify a solution and implement it seamlessly, delivering an immediate benefit to our operations."
– David Randell, Head of Client Accounts,
James Andrew International

3. The Outcome

The automated system significantly reduced the time and effort required for reconciliations, freeing staff to focus on other priorities. It minimised errors, improving operational efficiency and enhancing customer satisfaction. The solution delivered immediate benefits, streamlining a critical financial process and increasing overall productivity.