



HR

Customer case : PointHR

www.twikey.com



PointHR is a leading HR consultancy specialising in payroll processing for a wide range of SMEs. They stand out for their personal and proactive approach, with an innovative approach to payroll with a fixed contact person. With advanced digital tools, they offer comprehensive support to both employers and employees. All this is offered at a transparent pricing structure, giving customers a clear overview of costs.

Efficient invoicing and payment follow-up

Before PointHR partnered with Twiskey, it had problems managing its monthly billing, especially regarding recurring payments. It required considerable administrative effort to manage everything. The need for an integrated solution led PointHR to Twiskey. After smooth synchronisation between their ERP system, Teamleader, and Twiskey, they can effortlessly organise payments (including via direct debit), simplify payment tracking and save time.

For PointHR, Twiskey serves as a background system perfectly integrated with Teamleader. All contacts, companies, leads and invoices are created and managed in Teamleader. Behind the scenes, Twiskey ensures that all invoicing data is captured automatically. Twiskey is fully aware of customers' payment preferences, the preferred language for communication, the right contacts for invoicing, and more. This process is fully automatic. Thanks to the integration, PointHR automatically receives reports on the number of invoices, scheduled collection payments and other relevant information, giving them a clear overview of all payments and outstanding invoices.



Optimal administration

Although PointHR departs from the trend where major players focus on recurring payment methods (such as direct debit, ...), through their partnership with Twikey they have experienced how easy it can be to use. They are now actively promoting recurring payment methods. As a result of their efforts to promote recurring payment methods, PointHR has achieved a significant proportion of payments via direct debit in a short period of time. This has significantly simplified their administrative processes.

Thanks to the integration of Teamleader and Twikey, PointHR has realised significant time savings in managing direct debits, sending reminders and other payment-related tasks. What was previously a partially automated process via Teamleader is now fully automatic.

Results

- More customers pay via direct debit
- Mandates are signed online
- Easy integration with Teamleader
- Time savings in administration
- Improved efficiency

For companies like ours, with a high volume of invoices, it just doesn't make sense to spend valuable time manually monitoring all those invoices and organising direct debits. That's where software like Twikey comes in, which can organise this much better and more efficiently. I definitely recommend it.

■ Contact

