

BPM'ONLINE DELIVERED BY AGOVO HAS HELPED FISCALE SAVE TIME AND INCREASE WORKFORCE PRODUCTIVITY WITH NEWLY INTRODUCED BUSINESS PROCESS AUTOMATION (BPA)

CRM + BPA implementation & support carried out by Agovo UK

Fiscale



Fiscale Ltd is a tax advisory company specialising in helping businesses capitalise on the benefits of the Government's Research & Development (R&D) Tax Credits Legislation.

Fiscale is on a mission to de-mystify R&D Tax Credits and to address the common perception that applying for R&D Tax Credits relief is so complex and stressful that it should be avoided.

REQUIREMENTS:

- Flexible Business Process platform to meet Fiscale's complex claim process
- A scalable platform to meet Fiscale's continued growth
- Automate process to guide end user through all steps
- Provide accurate reporting across company

SOLUTIONS:

- A flexible CRM & BPM product that supported the growth Fiscale was seeking
- Business process solutions to manage complex and critical Claim process
- A scalable and agile platform, allowing all teams to work within one platform
- High user adoption rate due to its user-friendly interface and professional training

“

Agovo have taken our processes and successfully mapped it to the CRM; it gives us 100% confidence of knowing where we are with all our claims”

Stephen Bunting, *Technical Director*

Some of the business outcomes include:



4X LESS TIME SPENT
on status meetings



STANDARDISED
processes introduced



DETAILED
touchpoint reporting