

Customer name

Edward THOMAS

Valuing Contractors

Company Profile

Edward Thomas Contractors has 30 years accumulated experience within the Contractor Management industry and they continue to grow whilst maintaining a boutique and bespoke approach to their Contractor Customers and Recruitment Partners. Their growth has been built on a focus towards quality service, flexibility and most important of all, compliance. Edward Thomas are centred on service to their Contractor Customers, striving to create a truly excellent experience for every single contractor who decides to trust their services. Edward Thomas are continually looking for ways to improve the value of their service to the contractors and ensure the highest payments accuracy and compliance possible.

Challenges

1. Lengthy and inefficient processing

The previous software was clunky and unintuitive and did not fit the business requirements in terms of processing speed and contractor user experience.

2. Data flow

Edward Thomas used multiple systems and they were suffering from the lack of integration between contracts data and contractors data. Accessing and updating contractor information was a time-consuming and highly manual process.

3. Unintuitive user experience

The points of interaction with the contractors were lacking interactivity, sleekness in design, and ease of use. It was difficult to champion customer excellence, which impacted the number of new client referrals and recommendations.

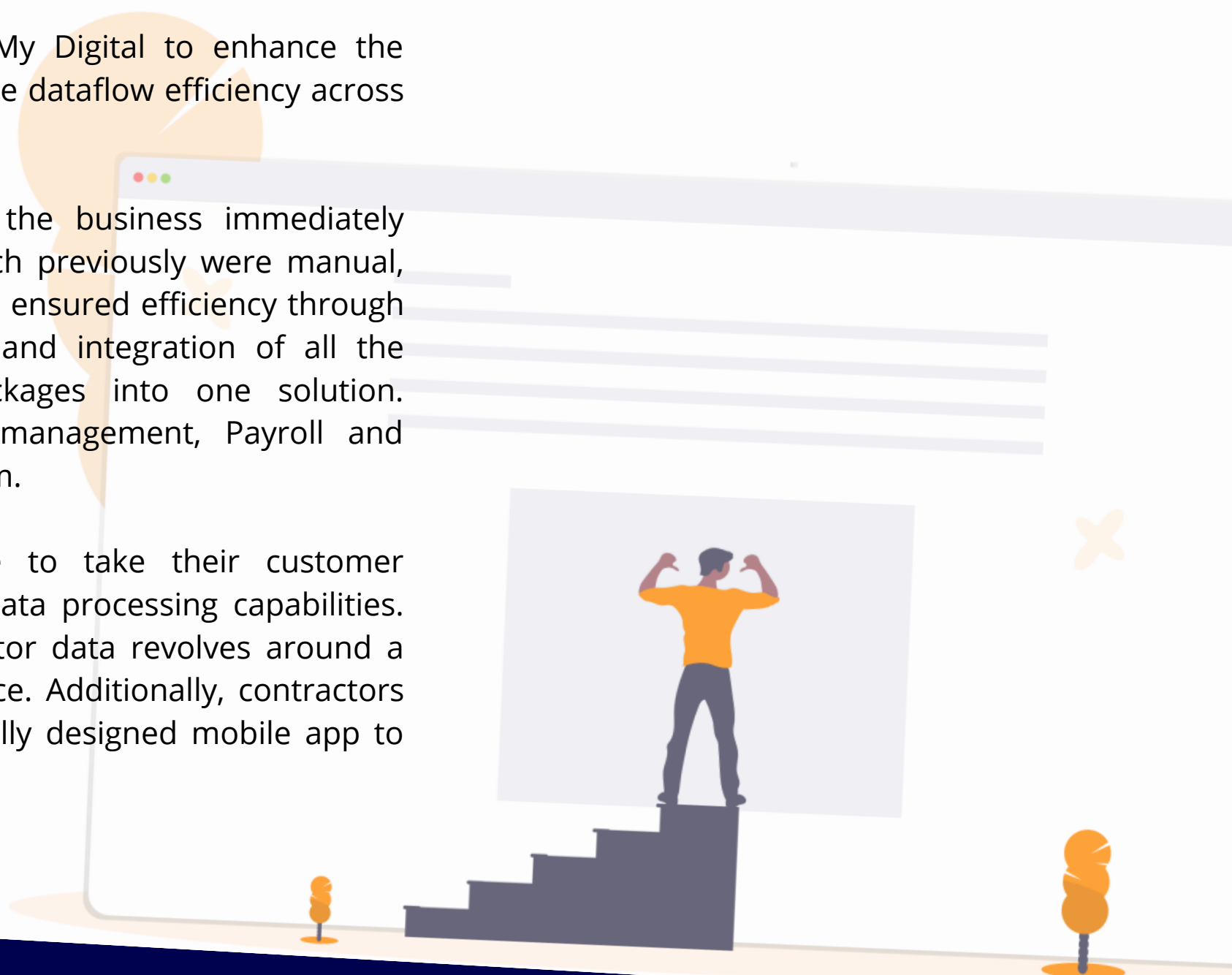
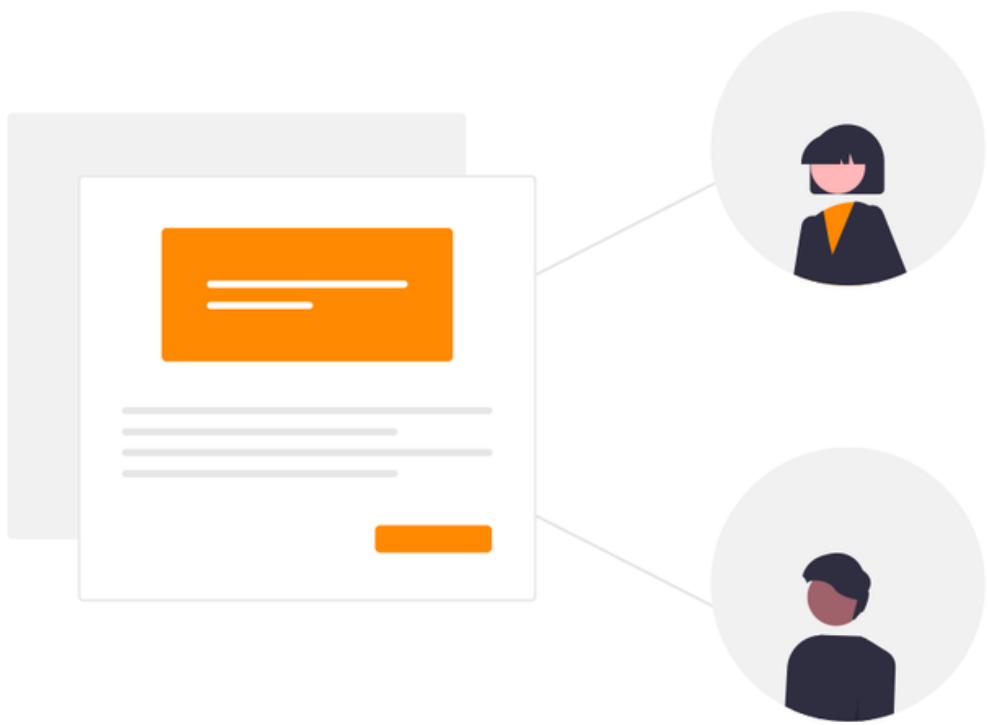
Solution

Edward Thomas Contractors decided to partner with My Digital to enhance the customer experience for their contractors and increase the dataflow efficiency across the organisation.

Implementation of My Digital has proven to benefit the business immediately simplifying and accelerating many of the processes which previously were manual, time-consuming and unintuitive in their design. My Digital ensured efficiency through clear design, fast and intuitive processing capabilities and integration of all the functions previously found in multiple software packages into one solution. Onboarding, Timesheets processing, Contractor data management, Payroll and reporting were integrated within one highly efficient system.

Furthermore, Edward Thomas Contractors were able to take their customer experience to the next level with seamless contractor data processing capabilities.

Powered by the People Hub module where all contractor data revolves around a single contractor record offering unparalleled convenience. Additionally, contractors can now use a modern contractor portal and a beautifully designed mobile app to manage their details, documentation and finances.



Anna Read

CEO at Edward Thomas



Prior to Edward Thomas Contractors implementing My Digital

"The previous software we have used was not interactive enough for us as a business. We wanted to provide our employees with software that was slick, smart, interactive and integrated. My Digital covers all aspects of our business criteria without having to use different systems."

"A challenge we faced in the past was integrating contracts with personal data within the system. My Digital Accounts allows us to link personal data onto official documents making this process slick and easy for the contractor to follow"

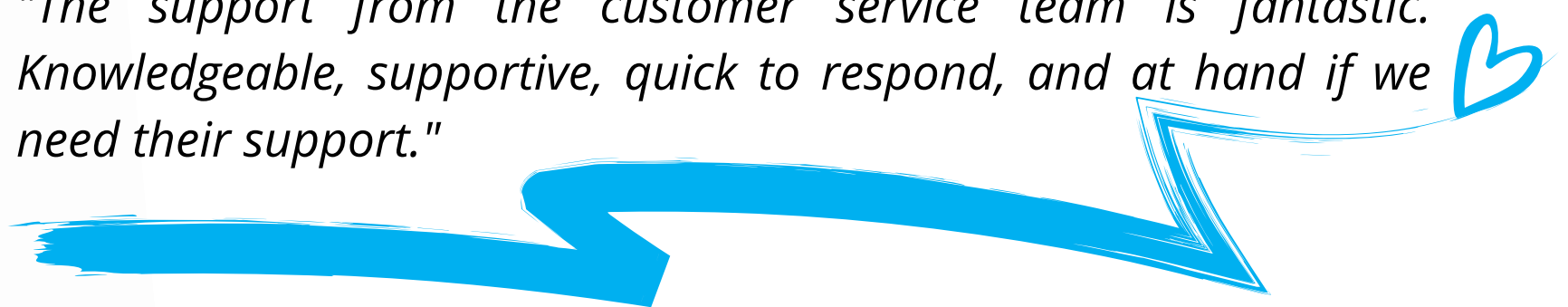
Working with My Digital

"My Digital has many efficient processes in place to assist us with creating a smooth customer journey and experience."



Additional comment on My Digital customer service

"The support from the customer service team is fantastic. Knowledgeable, supportive, quick to respond, and at hand if we need their support."



Give us a shout and discover how My Digital can help you in providing unrivalled support and service to your contractors!

website: www.mydigitalaccounts.com

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