

## Extend your revenues and benefits team

Capacitygrid Anytime service provides experienced revenues and benefits support staff as an extension to your team, giving you a more cost-effective option when you need extra help.

### Why Capacitygrid Anytime?

#### Cheaper than temporary staff

Our service can reduce your costs by up to 50% when compared to temporary staff, or 30% compared to permanent staff, and saves on recruitment and training too.

#### You 'own' the team

By selecting and using a dedicated team from our pool of permanent staff, you get to develop rapport and stay in control. Initial onboarding takes place with your staff, so that processes are understood and agreed right from the outset.

#### The right type of people

The size of our network means you know your team is being supported by people with the right level of experience and knowledge, and who are familiar with local process and procedures. Our staff are multi skilled across various DMS and processing systems enabling them to adapt quickly to your local requirements.

#### An extension to your team

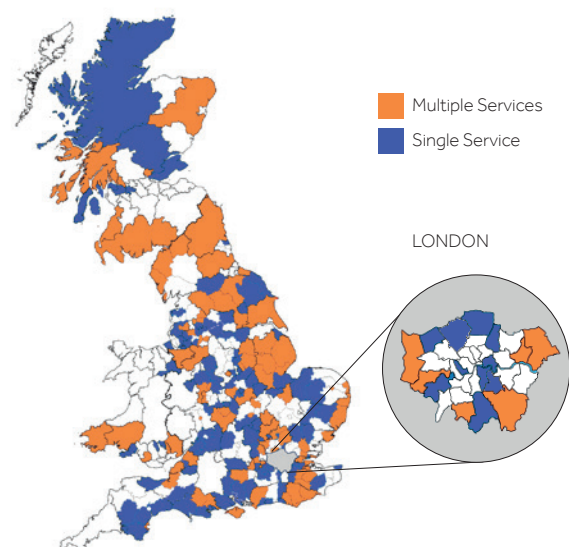
Our service acts to complement your team, completing packages of work, or providing extra help during holidays, periods of sickness or at year end.

#### No hidden costs

Unlike other suppliers our pricing is transparent. There are no hidden charges, no expensive re-work, and a quality rebate if we fail to deliver.

#### Sharing best practice

With a network of over 175 councils, we identify best practice and innovation and share it with our customers





Our pricing at Capacitygrid is designed with you and your needs in mind.

We offer either a transactional or day rate price, both of which offer benefits to help you plan your workload clearance against cost and give peace of mind over either total expected spend or total expected clearance.

**Please contact us to further discuss our pricing and how it may help support your short to medium to long terms goals and work within your current requirements.**

- The key to the value is we only charge for completed cases.
- Promotes staff decision making to pay the claim at the earliest opportunity.
- Our staff are performance managed against completed cases only. This reduces unnecessary pending and customer contact is kept to a minimum.
- Cases are monitored for non-compliance of completion, e.g. pending returns being looked at on the day they're returned so there is no delay to the claimant.

For more information about our services please don't hesitate to contact us on the details below