



Sage Line 50 Case Study: Wellwork Ltd



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Diane Helliwell,
Director, Wellwork Ltd

Profile

Established in March 2000, Wellwork Ltd is an occupational health provider based in Hexham, Northumberland. However they also have medical centres in Sunderland and in Lincoln. They provide advice on a range of topics including sickness absence, health surveillance, statutory medicals, stress and ill health retirement. Over the years, Wellwork has grown and developed dramatically. Initially they started with three customers, three directors and two staff. They now have 21 members of staff and over 100 customers. Their turnover has more than doubled from their first year in business.

Wellwork chose Sage Line 50 and Payroll to aid them with their accounts. Diane Helliwell a director at the company explains: “Our view is simplicity. We started off by attending a Sage course. However due to pressures of work we were unable to complete the course, so we advertised for an administrator. To our embarrassment, our teacher applied for and got the job! With the help of the Sage product, Anne can now give us a list of our customers at the drop of a hat!” She continues: “We can now chase our debtors persistently and the layout of the report is so simple that even I can understand!”



active support for business

Sage Line 50 has many advantages for the small business user. Diane says: “We regularly invoice one offs for customers and the invoice layout allows us to detail precisely what services we have loaned out. Rarely do we receive any queries. The end of year accounts are much easier to compile. We can get our accounts to companies via our accountants in a matter of weeks. Sage helps us keep up to date accounts which has helped us to get the equipment loan approved first time by the bank!”

Wellwork Ltd also uses Sage Payroll to help them in processing staff pay and pension adjustments. When Diane bought Sage Payroll she invested in SageCover for that product. SageCover is a comprehensive support service designed to ensure that your Sage product always provides the service you expect. This service makes sure that there is always a highly trained member of staff ready to take your call and answer your query. Diane explains, “We call the Sage helpline whenever we have problems with Payroll. However, no matter what the problem is the staff are always patient and extremely helpful.”

The future looks very promising for Wellwork Ltd as Diane explains, “We aim to grow immensely over the next year. We have a new contract with HBS/Lincolnshire County Council to provide occupational health to over 15,000 people. We also plan to have premises in Edinburgh or Glasgow next year. We want to develop our current website to ensure we become more prominent in the market as well as continue to meet our customers’ needs.”
