CASE STUDY: RATHBONES INVESTMENT MANAGEMENT

CHECKPRINT SOLUTION

Investment management company Rathbones was growing and needed a solution that would provide software for its cheque printing system which would be capable of growing with the company. It has installed the CheckPrint Solution system which is proving its worth by enabling Rathbones to retain central control of payments with one audit trail but with the flexibility of regional distribution of cheques.

When Rathbones' existing cheque printing solution was coming to the end of its natural life, the company began to look for alternatives. The marketplace had changed with much more sophisticated systems available. So Rathbones invited three companies to show what their systems could do.

Jane Hughes of Rathbones says: "We are an ever growing company and the solution we wanted would have to be capable of moving forward with us. We were looking for an off the peg type of solution that would also give us flexibility. We heard of Checkprint from Barclays who are one of our bankers. The Bank's North West based Service Consultant, Steve Breen, recommended Checkprint to us during his Service Review here in Liverpool. So from the beginning Checkprint was high on our list of potential providers. They offered us a solution that was proven in the market already, was reliable, flexible and gave us control over potential expansion."

The solution:
 "We were able to offer a system that provided Rathbones with the flexibility of regional distribution of cheques whilst at the same time retention of central control of payments with one audit trail," says Martin Ruda, Managing Director of Checkprint.
Jane Hughes adds: "The Check*Print* Solution system has been installed at our finance department in Liverpool with standardised cheque base stocks being provided for other sites."

Benefits:
Cheque runs at Rathbones are organised from Liverpool where at the touch of a button they can now be securely infilled, personalised and printed out at several offices.

Jane Hughes adds: "The solution enables us to make changes to formats with ease. We now have just the flexibility we were looking for at a value for money price."

Jane points out that value for money doesn't mean cheap. "The solution wasn't the cheapest on the market but it wasn't the most expensive either. We felt we would get value for money and that's what we feel we have had. That goes not only for the system itself but the ongoing costs for items such as stationery and support.

"What we especially like is the good working relationship that has developed. There was a single point of contact from the start and the whole project was managed well. Checkprint told us that once their systems were installed, they tended not to hear from clients very much. As support had been as issue with previous providers, we were initially dubious but it has proved absolutely true. There rarely are problems but when there are, Checkprint supports do get back to us quickly. That is great as it enhances the service as a whole."

"You get the impression that they will drop everything if they can to help. We are very pleased with the company. They have delivered everything promised in their sales pitch. Their software system allows us to grow and to have the flexibility and reliability we want''