



**Always simplify global
mobility payments.**

**And help employees
relocate smoothly.**

A customer success story.



The Hessel Group



United Kingdom



www.hessel.co.uk



Global Mobility

WesternUnion **WU**

Business
Solutions

Solution at a Glance



Challenge

Use of traditional spreadsheets restricting potential for growth



Solution

Specific instructions uploaded directly into global payment stream



Results

Reduction of payment time by more than 50%

The Challenge

Inefficient traditional methods required lengthy resourcing requirements and limited the potential for growth

Experts in managing the financial data associated with domestic and international business assignments, The Hessel Group has been supporting businesses since 1994.

In an age of increasing global mobility, interconnected markets and over 180 different UN-recognised currencies, the demand for fast, reliable and secure universal financial connectivity is a business necessity, particularly if our customers are to meet their extensive time-sensitive compliance obligations.

Previously working with a large global bank, the Hessel Group's services were supported by traditional spreadsheets to manage their customers' individual payments across the globe. With a unique spreadsheet for each market that required individual employee management, expansion for The Hessel Group was restricted by the method's lengthy resourcing requirements.

The Solution

Using GlobalPay fx360 to provide a streamlined 'straight through' service

Working with The Hessel Group to understand its challenges, Western Union Business Solutions used its flagship GlobalPayfx360 product to provide a 'straight through' service where any specific payment instructions are uploaded directly into Western Union Business Solutions' online global payment stream. As Geoff Davidson, Technical Director at The Hessel Group, explains: "This unique, efficient and secure service provided by Western Union allowed domestic and international payment processes that used to take hours to be reduced to a matter of minutes."

Delivering a streamlined, efficient fully integrated global payment transaction service that could be adapted to control the speed and flow of their customers payments allowed The Hessel Group to give each customer a bespoke solution to their payment needs.

To ensure that The Hessel Group received a tailor-made solution to their payment needs, the company was supported by a dedicated service delivery manager.



The Results

Reduction of payment time by over 50% and savings in bank charges

Having previously experienced a significant number of late payments, The Hessel Group was able to reduce the payment time down by more than 50%, accounting for an overall cost saving in bank charges for The Hessel Group.

With Western Union Business Solutions' strong penetration into global markets, The Hessel Group has been able to branch out across the globe, providing a complete service to a wide variety of new markets and currencies.

Over the 10 years of support, Western Union Business Solutions and The Hessel Group have now become a fully integrated partnership, leveraging their specific expertise to increase their market share in once under-developed markets. Leading new business conversations, The Hessel Group do not simply use Western Union Business Solutions to make their payments but also to bring credibility to their negotiations.



Our relationship with Western Union Business Solutions is as strong as ever. Working with the team for over 10 years, their expert knowledge in the importance of enhanced global connectivity has allowed our company to thrive. It is truly refreshing to work with a global organisation that takes care and pride in the financial details that effect our business.

Geoff Davidson,

Technical Director, The Hessel Group

Contact us today.

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WesternUnion  **WU** | **Business Solutions**

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