

COMMERCIAL BANKING

Smooth delivery of a complex project puts Wakefield Council in control of costs

WAKEFIELD COUNCIL | Local Government | North of England

Card and expense management solution

Lloyds Bank's ePay Virtual system offers efficiencies for Wakefield Council.

130

locations

675

cardholders

Card solution and expense management system from Lloyds Bank delivers greater control and management information for Wakefield Council.

"Our main consideration when we went out to tender for a card solution was the ePCS framework, and how this could assist the Council with reduced costs, and service delivery," says a spokesperson for Wakefield Council. "Lloyds Bank were already on the framework and the team that we worked with were spot on, enthusiastic and we realised that, although the system was quite different from what we had previously, it would work for us."

Saving time and money

With around 675 cardholders located at over 130 locations, financial management was key for the Council's Finance team to stay on top of. "Given the budgetary situation that all council's face, control and security are essential," says the Council's spokesperson. "In addition, the card rebate offered by Lloyds Bank was more generous than that offered by our previous providers."

Supplied free alongside Lloyds Bank's card scheme, the SDG2 system of expense management offers built in review and approval of cardholder spend. "Cardholders' spend is approved and the information moves automatically across to the general ledger, which means better use of our time and provides for robust financial control," says the Council's spokesperson.

Ease of use

And, despite being very different from the Council's previous system, cardholders and the Finance team have quickly adapted. "The system has been very easy for individual users to operate," says the Council spokesperson. "That's been very important for us. When there are so many people involved across so many sites, it's impossible to train them all. This system is very intuitive – it leads you through – so it has been a smooth transition."



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RICHARD LAMBERT
Client Development Manager,
Commercial Cards, Lloyds Bank



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Lloyds Bank have provided us with a manageable and workable solution that gives us the control we require.



COUNCIL SPOKESPERSON
Wakefield Council

Smooth implementation

“Replacing such a high volume of cards and introducing a new platform was a considerable project,” says Richard Lambert, Client Development Manager, Commercial Cards at Lloyds Bank. “The support of our Implementation Team and the level of collaboration between the bank and key stakeholders in the council was crucial to the success of delivery. Given the complex nature of the change, we had to work together to overcome some challenges but the results have been positive.”

Wakefield Council's spokesperson agrees: “The project management from the bank was excellent. The team was approachable, responsible and enthusiastic. They were able to quickly sort out any issues given their in-depth knowledge of the system and we also have great ongoing support. Lloyds Bank have provided us with a manageable and workable solution that gives us the control we require.”



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