

CASE STUDY

How Hartwell & Sons Cut Payment Processing Time by **91%** and Eliminated Every Payment Error in Under 9 Months

A four-person finance team. 340 manual payments a month. 12 errors. Two damaged supplier relationships. And nine months later and a finance function that finally had time to think.

91%

Reduction in reconciliation time

100%

Payment error elimination rate

£94k

Saved in year one

36h

Full onboarding and zero disruption

How Hartwell & Sons Manufacturing Reduced Payment Processing Time by 91% and Eliminated 100% of Payment Errors Using NovaPay in Under 9 Months

THE COMPANY

Hartwell & Sons Manufacturing is a mid-sized UK manufacturer with **420 employees** and **£38 million in annual turnover**. A four-person finance team manages high-volume multi-currency international payments supporting imports from Europe and Asia and exports to clients across 22 countries and where accuracy and speed are critical to every supplier and customer relationship.

THE SITUATION

Hartwell's four-person finance team was handling more than **340 international payments every month** and over 4,000 a year and entirely manually. Reconciliation alone consumed three full days at every month end. With an average of **12 payment errors monthly** the team was losing another 48 hours just fixing mistakes. Late payments began to strain key supplier relationships in Germany and South Korea while penalties, overtime, and error-related costs added up to an estimated **£94,000 annually**.

With 60% of their time buried in payment administration and no real-time visibility into payment status, the finance director was often only alerted to problems when suppliers started chasing. The business was quietly losing its competitive edge and the finance team had almost no capacity left for the strategic work that actually drives growth.

THE SOLUTION

Within just **36 hours of signing up** Hartwell had fully onboarded NovaPay and integrated it seamlessly with their existing accounting software and no lengthy IT project, no disruption to their workflow.

All 340 monthly payments moved onto NovaPay's automated processing system from day one. For the first time the finance director had **real-time visibility** into every transaction through a

live dashboard with clear status updates, confirmations, and delivery timelines. Automated reconciliation replaced the three-day manual month-end process entirely. Built-in payment validation eliminated duplicate and incorrect payments **before they were ever sent.**

A dedicated account manager supported the team from day one. The transition was smooth and the results came fast.

THE RESULTS

In under nine months Hartwell's finance function transformed from admin-heavy to strategy-led:

91% Month-end reconciliation cut from 3 days to 4 hours and a 91% reduction

Zero Payment errors eliminated entirely and from 12 per month to zero

49% Payment administration time dropped from 60% to 11% and freeing nearly half the team's working week

3,000+ Payments processed across 9 months with a 100% accuracy rate

£94k Saved in penalties, errors, and overtime in the first year

Done Key supplier relationships in Germany and South Korea fully restored and the finance director gained real-time visibility into every payment for the first time

"We didn't realise how much time and money we were losing until we saw the numbers after switching to NovaPay. Our finance team went from spending most of their week chasing payments and fixing errors to actually doing the work they were brought in to do. The supplier relationships we nearly lost are back on track and month end is no longer something my team dreads."

JH**James Hartwell**

Finance Director · Hartwell & Sons Manufacturing

NovaPay is a B2B payments automation platform designed for mid-size businesses handling high volumes of domestic and international transactions. It combines processing, validation, reconciliation, and real-time tracking in one system and integrating with major accounting software in as little as **36 hours**, supporting **35+ currencies** across **180+ countries**, and delivering **100% payment accuracy**.

With **£2.4 billion** processed annually, **99.98%** platform uptime, and over **1,200 clients** reporting an average 91% reduction in processing time and NovaPay gives finance teams the speed, control, and reliability they need to stop managing payments and start driving growth.