

# Agile funding for a fast-changing sector

## Exceptional service earns return

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Patrick Lawrence, Founder and Managing Director, Orbis Group





ORBIS MEDICS



## About Orbis Group

Orbis Medics Ltd and Orbis Managed Solutions Ltd were established in 2017 as Healthcare Recruitment specialists. Together, they supply a range of Medical Professionals to the Primary Care Sector, including General Practitioners, Advanced Nurse Practitioners, Practice Nurses, Healthcare Assistants, Phlebotomists, and Administrative Staff. Headquartered in Dunstable, the group has experienced significant growth in recent years. Orbis Group has developed an extensive database of Healthcare

Professionals, which enables them to supply Medical Experts for various Primary Care settings. The group's Consultants have more than 30 years of experience in recruiting Permanent, Temporary, and Interim Medical Professionals, covering GP surgeries, Walk-in-Centres, Out-of-Hours, and Private Contracts. Orbis Group is widely recognised for its compassionate and Professional approach to dealing with both Clients and Candidates.

## The challenge

In 2022, Orbis Group opted to move its working capital funding facilities to a high-street bank, attracted by an exceptionally keenly priced deal and the prospect of managing its current account and funding arrangements with one provider. However, they quickly discovered that the level of service provided by the new bank did not meet the standards they had become accustomed to with Investec Capital Solutions.

"I was very happy with Investec," said Patrick Lawrence, the Founder and Managing Director of Orbis Group, "but when I received an extremely low-priced offer from the people I was banking with, it seemed logical to accept the deal and regrettably move on. They promised to bring together our business banking and funding services under one roof as well as handle our collections, which seemed compelling at the time. However, in practice, it turned out to be a nightmare. I was allocated three different account managers in the short time I was with them, and the bank's lack of people and relationship skills affected our client relationships and caused more work for myself and the team. Accessing the available funds was also a challenge as the bank had not allocated them properly. When I saw that it wasn't working, I immediately made the decision to go back to Investec as their service was excellent and I never realised or fully appreciated how good Investec were until I had this unfortunate experience."



## Investec's solution

Investec was delighted to welcome Orbis Group back and wasted no time in setting up a confidential revolving working capital facility to meet the group's needs, supporting their ongoing growth plans. According to the business founder, "Returning to Investec means I can sleep easier at night, knowing that the working capital we need to support our business growth is always available."

He continued: "Our experience with Investec has been so much better and the service and support so much smoother than the time when we were with the high-street bank, benefiting both us and our clients. The team

at Investec have their finger on the pulse and I have the peace of mind of knowing that everything is always up to date. Our Bookkeeper is also relieved to be back with Investec and benefit from Investec's efficient Intelligent Cashflow system meaning that we no longer have to duplicate work and therefore know precisely where we stand in terms of our availability of funding at all times. Investec's team has built an excellent rapport with myself and the team, taking the time to understand my business needs, managing my expectations, responding to my questions and delivering on their promises.

Ultimately, their service is hassle-free and does exactly what it says on the tin!"

Orbis Group places great emphasis on delivering first-class service and building strong and lasting relationships, which are deeply ingrained in their company culture. Patrick Lawrence expressed that he sees the same level of dedication to customer support and transparency in Investec, which is why he has now chosen them to be the Group's long-term funding partner. The personal approach is key: "When I speak to my clients, it feels like I'm talking with friends and I feel the same way about the team at Investec. They are real people and that makes working with them enjoyable."



## Outcome

Patrick Lawrence stated that with a Specialist Healthcare Recruitment business, it's crucial to remain responsive and alert to the changes in this constantly evolving sector. He concluded: "Our ability to match and manage shifts in supply and demand is crucial to success. During the COVID-19 pandemic, we quickly

adapted, turning our focus towards supplying COVID Testers to meet the sudden surge in demand. Now the market has shifted its emphasis once again, and we are seeing very strong demand for Advanced Nurse Practitioners as well as Healthcare Assistants in addition to the normal General Practitioner and Practice

Nurse needs. To stay ahead, we must continue to remain flexible and respond quickly to change. With Investec's flexible working capital facility, we can remain agile and adaptable, enabling us to provide an essential and high-quality service to our clients."

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**Patrick Lawrence, Founder and Managing Director, Orbis Group**

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