UTEL have been a valued client of RSM Tenon since 2000 when United Therapeutics made the strategic decision to set up operations in the UK. Over this period UTEL has grown from a one person operation to 40 staff based in the UK with further European operations in Germany (and Hungary). With industry growth still anticipated and with United Therapeutics continuing to develop new products, a healthy future is predicted for the UTEL UK team.

RSM Tenon supports UTEL by providing an extensive range of advisory and compliance services that reduce the need for recruitment of staff. Services include outsourced accounting, audit, employee benefits, research and development tax, transfer pricing, stock options, pension advice, tax compliance and payroll.

John Ferrari, a key contact and keen supporter of RSM Tenon, joined United Therapeutics in May 2001 as Financial Controller and in August 2006 John was promoted to Chief Financial Officer and Treasurer.

John and his team, Kelley, Melissa and Jenny who are based in the US and Gill, based in their UK office, have been working with the RSM Tenon team for many years and are happy to share their experiences of outsourcing, our service and the importance of well managed professional services.

John comments, “When UTEL set up in the UK it was a one person operation, so it did not make sense to hire an accounting team. With UK requirements, the need for a partnership and support with legislation was imperative. UTEL is still small enough that it doesn’t make sense to take these services in-house.”

Gill adds, “Our US parent can provide certain support, but it makes sense to have advisors who understand UK laws and regulations. For example, we can be sure that we are providing our staff with employee benefits and pensions that are in line with those provided by other UK businesses.”
John continues, “RSM Tenon has provided a service we can rely on and enables us to get on with business without concern. It has enabled our company to grow in the UK and have the infrastructure and compliance in place that complies fully. The team is responsive and I know if a problem arises, I can pick up the telephone with the confidence it will be handed immediately and effectively.”

“We have seen little change in the team over the years, but if it does take place, which we appreciate over a 12 year period it will, the handover and training will not cause us any concern.”

“We have had some bad experience in the past with other providers so we have grown to really appreciate our relationship with RSM Tenon.” Kelley states. “It is common to experience issues around communication and a provider must understand the needs of you and your business when giving advice. Attention to detail is a must, as is responsiveness. We expect growing pains in any supplier relationship and this can often be worked through using face to face meetings, and we have found this has helped, particularly during a transition period.”

John continues by adding, “Our relationship with RSM Tenon and the model we use is our template when setting up in other countries. We often come to the UK team for support and advice when entering a new country and they have been extremely helpful with the advice they have given us.”

John concludes, “As our parent company grows in the US, we will continue to see growth of our business in the UK. With the launch of new products, Research and Development and sales and marketing efforts, our requirement for support from RSM Tenon will continue to grow. We see particular growth in our need for tax advice and the support provided by RSM Tenon is sophisticated. As we expand and launch a new product, tax is an area where we anticipate needing more good advice from RSM Tenon.”

Outsourced accounting, tax and HR services can help support businesses setting up in the UK that do not wish to recruit personnel to handle their compliance requirements. RSM Tenon can help businesses outsource activities such as accounts, compliance, payroll, staff benefits, pensions and many other complementary services.

About RSM Tenon
RSM Tenon is the UK’s 7th largest accounting firm with a fee income of over £200m, employing over 2,600 people with offices in all major commercial centres across the UK.

RSM Tenon is the UK member of RSM International, the 7th largest global accounting network with over 700 offices in more than 90 countries, and in excess of 32,000 people worldwide.