



# Case Study: Streamlining Bookkeeping and VAT Returns for Our Client

 +44 24 7610 3333

 [www.corientbs.co.uk](http://www.corientbs.co.uk)

 The Techno Centre, Puma Way, Coventry, CV1 2TT,  
United Kingdom



## Introduction

A client management firm with a team of four client managers, faced significant operational challenges in managing their bookkeeping and VAT returns. Each client manager used different bookkeeping software—SAPA, QuickBooks, and Xero—creating inconsistencies and inefficiencies. The lack of standardised procedures led to a high volume of unresolved queries, causing delays in VAT returns filing and increasing the stress levels of the client managers.

To alleviate these issues and free up their client managers' capacity for more strategic client engagement, Shah Gilani sought to outsource their bookkeeping and VAT return activities.

### Corient Solution

Recognising the need for a specialised solution, the client decided to outsource their bookkeeping and VAT returns to Corient, a firm known for its expertise in financial process outsourcing. Corient was tasked with standardising and streamlining the bookkeeping and VAT return processes across the three different software platforms used by client managers.

## Challenges in Implementation

The transition to Corient was not without its hurdles:

- **Diverse Software Platforms:** The Corient team had to become proficient in SAPA, which was a new platform for them, alongside QuickBooks and Xero.
- **Lack of Standard Operating Procedures (SOPs):** Each client manager had their own unique way of handling bookkeeping tasks, and there were no documented SOPs.
- **Time Constraints:** Client managers were often too busy to effectively guide the Corient team, leading to many open queries and last-minute VAT return filings.

## Overcoming the Challenges

To address these challenges, Corient implemented several strategic measures:

**In the world of finance,  
every accountant is a  
custodian of financial truth.**

– Michael Carter

- Training on SAPA: The Corient team conducted thorough research and self-training on SAPA to ensure they were adept at using all required software platforms.
- Developing SOPs: Corient organized extensive workshops with each client manager to develop standardised operating procedures for bookkeeping and VAT returns. This effort ensured uniformity in processes across the organisation.
- Streamlining Query Resolution: The Corient team worked closely with client managers to understand their expectations and built processes to resolve queries efficiently. Trackers were developed to record and monitor feedback and the number of queries, enabling daily and weekly tracking. This systematic approach helped in significantly reducing the volume of open queries.

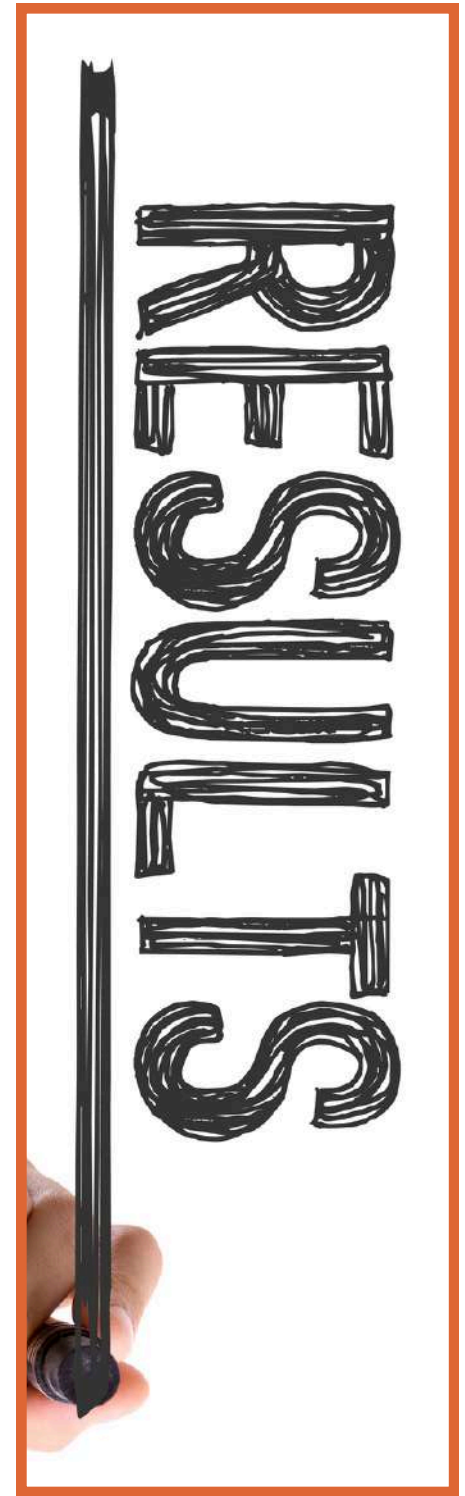
## Results Achieved

The implementation of Corient's solutions led to substantial improvements:

- Timely VAT Returns: VAT returns were filed and closed well ahead of the due dates, with the turnaround time improving by 10 days.
- Reduced Anxiety: Client managers experienced reduced stress levels as they no longer had to rush to close VAT returns at the last minute.
- Fewer Queries: The average number of queries per job decreased from 20 to 10, indicating a more streamlined process.
- Efficient Review Process: With most queries resolved in a timely manner, the review time for client managers reduced by 90%, allowing them to focus more on client engagement and strategic activities.

## Conclusion

By outsourcing their bookkeeping and VAT returns to Corient, our client has successfully overcome the initial challenges of diverse software platforms, lack of standardised procedures, and time constraints. The collaborative efforts between Corient and our client managers resulted in a more efficient, standardised, and stress-free process for managing bookkeeping and VAT returns, ultimately benefiting both the client and their end clients.



**In the realm of finance, every accountant is a translator, turning numerical chaos into financial clarity.**

**– Richard Turner**