



Avoiding the 10 Most Common Mistakes Accountants Make When Outsourcing to India: A Corient Success Story

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Introduction

Outsourcing accounting tasks to India can offer significant benefits, but without the right strategy, accountants often encounter challenges that undermine efficiency and quality. Corient specialises in addressing these issues, ensuring seamless and successful outsourcing experiences for accounting firms.

The Problem?

- Many accountants face disruptions and inefficiencies due to common outsourcing mistakes, such as unclear communication, poor data security, and insufficient quality control.
- These challenges lead to errors, missed deadlines, compliance risks, and dissatisfaction with outsourcing outcomes.

Corient Solution

Corient tackled the 10 most common outsourcing mistakes with a structured and proactive approach:

**The best accountants
are the architects of
financial legacies.**

– Laura Anderson

Lack of Clear Communication

- Implemented structured onboarding and customised expectation matrices for task clarity.
- Established consistent communication channels and regular updates to ensure alignment.

Inadequate Due Diligence on Vendors

- Shared client references, testimonials, and GDPR certifications to build trust and transparency.
- Conducted thorough assessments to match client needs with service capabilities.

Overlooking Data Security

- Ensured GDPR compliance with advanced security protocols, encrypted storage, and access controls.
- Provided clients with regular audits and security documentation for transparency.

Unrealistic Turnaround Expectations

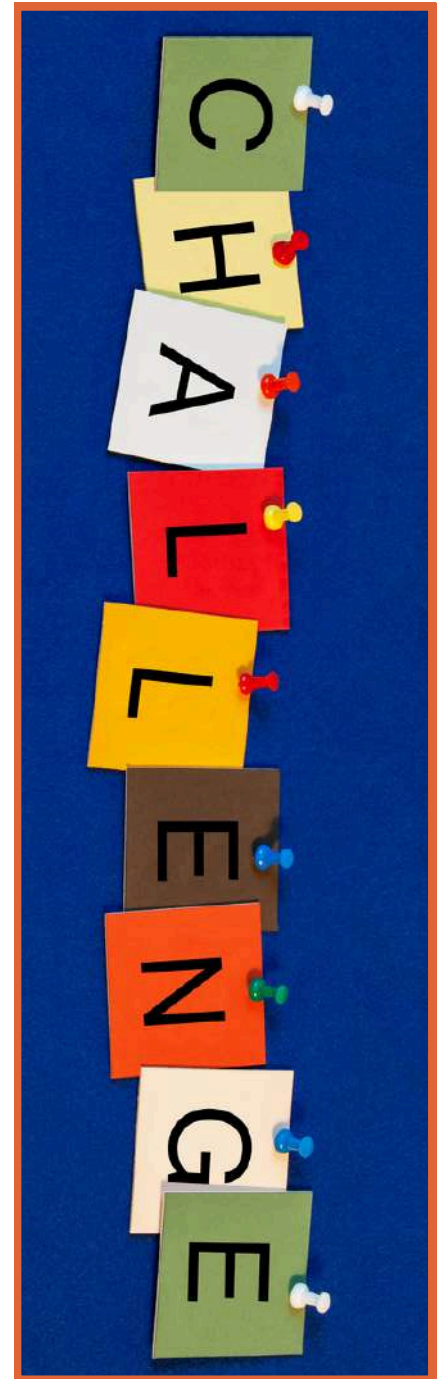
- Set achievable timelines with detailed roadmaps to align client expectations with deliverables.
- Addressed time zone challenges by establishing overlapping working hours.

Neglecting Cultural and Time Zone Differences

- Trained teams to adapt to client work cultures, ensuring seamless collaboration.
- Scheduled meetings during overlapping hours to facilitate effective communication.

Insufficient Training and Onboarding

- Created Standard Operating Procedures (SOPs) tailored to client workflows.
- Provided extensive training to outsourced teams for faster integration.



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Behind every good business is a great accountant.

– Anonymous
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Ignoring Quality Control

- Established a dedicated Quality Control team to review and validate deliverables.
- Maintained compliance with UK GAAP and FRS standards.

Overlooking Team Expertise

- Provided access to skilled professionals experienced in UK accounting practices.
- Ensured expertise in niche areas like VAT compliance and financial reporting.

Failing to Define KPIs

- Developed measurable Key Performance Indicators (KPIs) to track progress, accuracy, and client satisfaction.
- Regularly reviewed metrics for continuous improvement.

Lack of Leadership Involvement in Governance

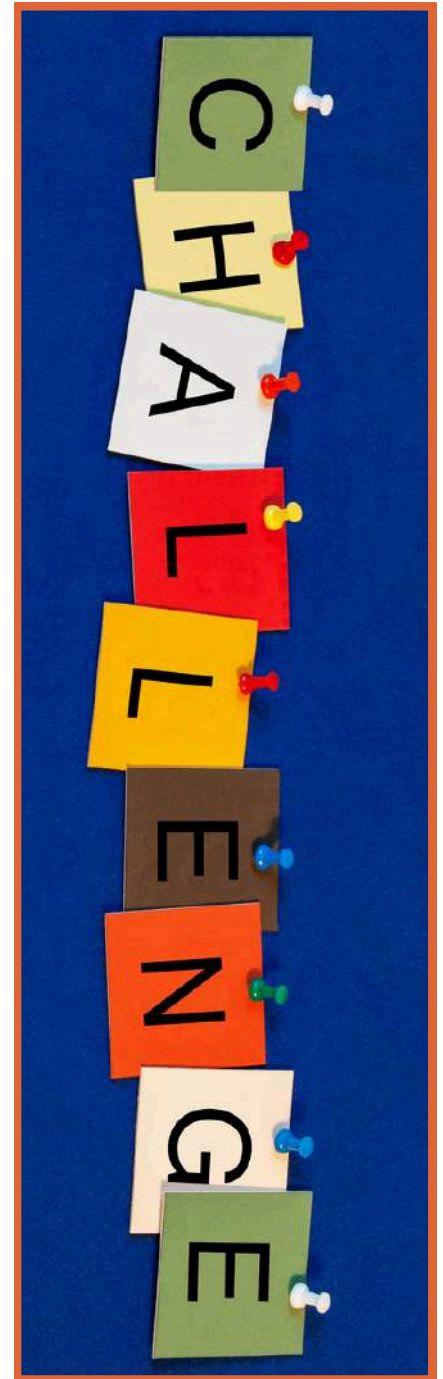
- Actively involved leadership in governance calls to address feedback and suggest improvements.
- Monitored services through scheduled reviews and transparent communication.

Challenges Faced

- Bridging cultural and operational differences while managing client-specific requirements.
- Establishing robust processes to address historical issues like data security and unclear communication.

Overcoming the Challenges

- Adapted workflows to include overlapping working hours, proactive updates, and culturally sensitive training.
- Enhanced process transparency through regular governance calls, detailed progress tracking, and security audits.



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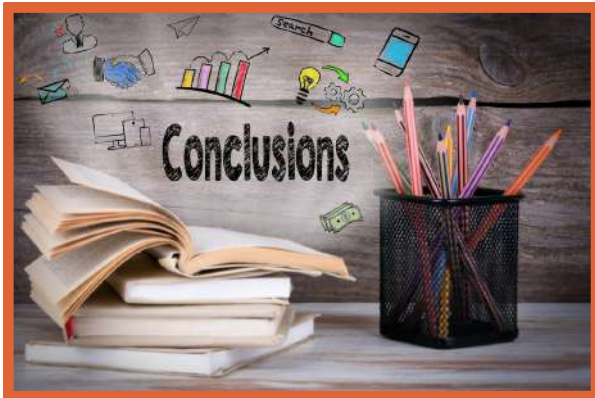
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Result Achieved



- Streamlined Operations: Eliminated inefficiencies by addressing each outsourcing challenge systematically.
- Improved Accuracy and Compliance: Delivered error-free outputs aligned with UK standards and GDPR.
- Enhanced Client Relationships: Strengthened trust through proactive communication, transparency, and high-quality deliverables.
- Optimised Performance: Established KPIs and quality controls that enabled measurable improvements and long-term success.



Conclusion

Corient's strategic outsourcing model helps accountants avoid the ten most common outsourcing mistakes. By addressing issues like communication, data security, and quality control, Corient ensures seamless and successful partnerships. This case highlights Corient's expertise in delivering high-quality outsourcing services that drive efficiency, compliance, and client satisfaction.



**The road to success and the road to failure
are almost exactly the same.**

– Colin R. Davis

