How Corient Fixed 10 Outsourcing Mistakes for a UK Firm

Highlights

1 Tackled the **10 most common outsourcing mistakes** faced by UK accountants

2 Strengthened **data security** and **GDPR compliance**

3 Improved **accuracy, quality**, and **turnaround times**

4 Created **measurable KPIs** and introduced **governance reviews**

5 Built a lasting partnership with **transparency, expertise**, and **trust**

Introduction

For many UK accounting firms, **outsourcing to India** promises reduced costs and greater efficiency. But without a structured approach, it can quickly turn into a game of **payroll roulette**, where errors, miscommunication, and compliance risks create more problems than they solve.

That's what happened to one UK firm — until they partnered with **Corient,** a trusted <u>accounting outsourcing service</u> provider. With a tailored strategy and proactive solutions, Corient helped transform a troubled outsourcing relationship into a benchmark for success.

The Initial Problem: What Went Wrong?

The firm had outsourced to a generic vendor, expecting efficiency gains. Instead, they encountered:

- **Unclear communication**
- **Frequent deliverable errors**
- **GDPR concerns** due to weak data protection
- **Cultural and time zone misalignment**

Tasks were misunderstood, reports came late, and client trust was eroded. What should've streamlined their operations became a burden

Corient's First Solution: The Fix

Corient stepped in with clarity and control.
Their team began with a **structured onboarding process,** clearly defining deliverables, timelines, and roles. **Custom SOPs** were created for each client workflow. Weekly check-ins and dedicated points of contact improved collaboration and reduced confusion.

Corient enforced **GDPR-compliantpractices to resolve data concerns,** including encrypted storage and access controls. Their professionals — trained in **UK GAAP** — adapted to the firm's culture, working in sync with their internal team.

The result? Fewer errors, faster turnarounds, and restoring trust.

The New Problem: A Surprise Roadblock

Just as the process stabilised, another challenge emerged—**inconsistent quality control.** Some reports required revisions, and performance benchmarks were missing. Leadership lacked real-time insights, and improvement was hard to measure without clear KPIs.

Corient's Second Solution: Fixing the New Problem

Corient responded with a systematic fix:

🔍 **Step 1: Introduced a Dedicated Quality Control Team**
All deliverables were reviewed by a **UK compliance-trained team**, ensuring they met **UK GAAP and FRS standards.**

🎯 **Step 2: Matched Skillsets with Task Requirements**
Professionals with experience in **VAT, payroll,** and **financial reporting** were deployed for relevant work, increasing speed and accuracy.

📊 **Step 3: Launched Measurable KPIs**
Performance metrics like **turnaround time, accuracy rates,** and **client feedback** were tracked regularly to ensure progress.

👨‍💼 **Step 4: Engaged Leadership in Governance**
Corient scheduled **governance calls** with the firm's leadership, offering transparency, issue tracking, and prioritisation alignment.

The Final Outcome: Success Story

With quality control and performance tracking in place, the firm saw:
✅ **Consistent, high-quality outputs**
✅ **Reduced revision rates**
✅ **Greater compliance confidence**

What the Client Said

★ ★ ★ ★ ★

Partnering with Corient didn't just improve our outsourcing — it transformed it. Their structure, accountability, and insight made all the difference."

Key Takeaways: Why This Matters for Businesses

This case study proves that **outsourcing issues rarely stop at the first hurdle.** One weak link can lead to compliance penalties, frustrated clients, and internal chaos.

At **Corient Business Solutions,** we don't just solve outsourcing problems — **we prevent them.** Whether it's:

✔ **Outsourcing compliance**

✔ **UK GAAP alignment**

✔ **Handling inconsistent quality or communication gaps**

From day one, we ensure that UK firms stay compliant, efficient, and worry-free.

🚨 Facing outsourcing or quality control challenges?

Let's solve them before they escalate.