



How a UK Care Home Group Cut Bookkeeping Costs by Over 50% with Corient

Highlights

- 1 Bookkeeping costs reduced by over 50%
- 2 Monthly management reports delivered within 10 working days
- 3 Entirely paperless finance function using free EDMS
- 4 Separate SAGE systems for each legal entity to avoid confusion



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Introduction

A growing **Care Home Group in the UK**, operating across more than 10 locations, was expanding at over 10% annually. However, with growth came mounting pressure on their internal finance team. Their accounting system struggled to keep up with scale, compliance, and complexity — leading to inefficiencies and delayed decision-making. That's when they turned to **Corient** for help.



The Initial Problem: What Went Wrong?

As operations expanded, the cracks began to show:

- **Delayed management reporting** meant leadership couldn't make informed decisions.
- **Expenses were misallocated**, with no precise cost centre tracking.
- A **single SAGE instance** was being used to manage multiple companies — creating year-end chaos.
- Valuable hours were being lost searching for **physical invoices**, which slowed everything down.

These issues combined to create a costly and inefficient system, threatening the company's ability to scale sustainably.

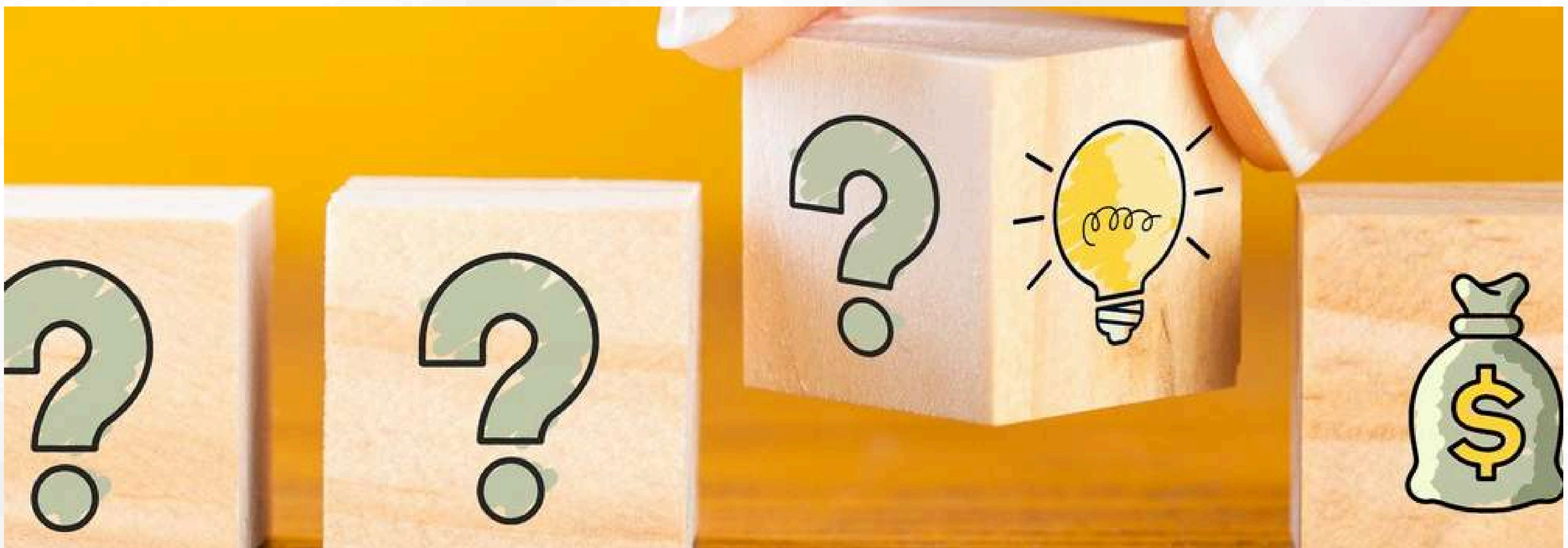
Corient's First Solution: The Fix

Corient took a structured approach, starting with a **comprehensive finance process evaluation**.

The team implemented:

- **Separate SAGE instances** for each legal entity, eliminating crossover errors
- A monthly management reporting process, completed within 10 working days
- A **paperless workflow** through an Electronic Document Management System (EDMS), provided **at no extra cost**
- A complete **accounts cleanup and backlog resolution**

These changes brought immediate results. Curious how our outsourced solutions help growing firms manage compliance and scale? Explore our [accounting outsourcing services](#) for more.



The New Problem: A Surprise Roadblock

With the new structure in place, a previously hidden issue became clear: **debtor and creditor balances were inaccurate**.

Staff were unfamiliar with the EDMS, which made it difficult for them to match invoices and payments. **Real-time reconciliation wasn't happening**, which risked undermining all the previous improvements.

Corient's Second Solution: Fixing the New Problem

Corient rolled out a **5-step action plan**:

Step 1: Audited all debtor and creditor ledgers to identify inconsistencies

Step 2: Aligned **invoices with actual payments** to establish accurate records

Step 3: Set up **real-time reconciliation processes** within the new software

Step 4: Delivered **hands-on staff training** on using the EDMS confidently

Step 5: Provided **ongoing system support and guidance**

With this second intervention, Corient ensured the client's financials reflected an **accurate and fair view** of their position.

OUTCOME



The Final Outcome: A Success Story

By the end of the engagement:

- **Bookkeeping costs were cut by over 50%**
- **Reporting was fast and reliable**, delivered every month without delay
- **Invoice access was seamless**, thanks to an entirely paperless office
- **No year-end surprises** — just clean accounts and confident decision-making

What the Client Said



“Corient helped us regain control of our finances. Their team didn’t just fix the system — they fixed the process, and trained our staff too. We now run more efficiently than ever.”

Key Takeaways: Why This Matters for Businesses

- Financial systems must evolve with business growth
- Separation of data for multiple entities is critical
- Outsourcing partners can deliver **tech, training, and transformation** in one package
- Clean, timely reporting drives smarter leadership decisions

One wise decision today can save thousands tomorrow.