

85% Error Reduction in BFSI Finance Operations



Geography

United Kingdom

Industry

Financial

Services

Pay & Bill, Credit Control,
Bookkeeping, Management
Accounting

Client Tenure

2+ Years

Case Study Period

12 Months

Client Profile:

A UK-based firm operating in the Banking, Financial Services, and Insurance (BFSI) sector, delivering end-to-end finance, payroll, and compliance services to multiple clients across various industries.

Solution:

- Streamlined bookkeeping and payroll on Xero and FreeAgent, including RTI and CIS.
- Introduced invoice validation workflows to strengthen VAT compliance.
- Delivered monthly P&L, balance sheets, and variance analysis packs.
- Standardised budget input collection using templates and clear timelines.
- Established weekly reconciliation cycles with exception tracking.
- Launched an onboarding checklist to fast-track new client integration.
- Developed a matrix-based pricing tool to estimate payroll charges.

Client Objective:

- Scale finance and payroll services to meet growing end-client demand.
- Ensure timely and error-free bookkeeping across Xero, FreeAgent, and BrightPay.
- Meet VAT and CIS compliance standards with faster turnaround.
- Eliminate reconciliation gaps and reporting inconsistencies.
- Accelerate onboarding timelines, and improve visibility into payroll costing.
- Build a framework for consistent budgeting and management accounting across end clients.

Impact:

- **98%+ SLA adherence** for end-client deliverables, driving consistent performance.
- **85% reduction in errors** across journal entries and reconciliations.
- **100% HMRC compliance** achieved on VAT and CIS filings.
- **Faster client onboarding**, with 50% reduction in turnaround using standardised templates.