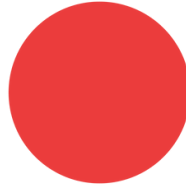


Automating the Accounts Process for a Care Home Group



Geography

United Kingdom

Industry

Care Homes & Residential Care

Services

Business Analytics & Automation

Client Tenure

10 Months

Case Study Period

8 Months

Client Profile:

A well-established care home group in the United Kingdom, managing multiple sites, faced ongoing challenges in managing its financial and accounting operations. The team relied heavily on manual processes to handle invoices, payroll, and timesheet reconciliation, consuming significant time and creating room for human error. As the organisation grew, maintaining financial accuracy and timely reporting across all homes became increasingly difficult.

Solutions:

- Automated timesheet and payroll integration, ensuring hours worked automatically flowed into payroll calculations and accounting records.
- Introduced digital invoice processing, using document scanning and validation tools to capture data directly into the accounting software.
- Configured system workflows for approvals, reducing dependency on email chains and manual follow-ups.
- Implemented dashboards and real-time reporting, allowing finance and management teams to view key metrics such as staff costs, supplier spend, and cash position instantly.
- Streamlined month-end processes, reducing the manual effort required for reconciliations and reporting.

Client Objectives:

- **Manual data handling:** Timesheets, supplier invoices, and expense claims were entered manually, leading to duplication and delays.
- **Limited visibility:** Home managers lacked real-time insights into their cost centres, staff costs, and budget utilisation.
- **Inconsistent reporting:** Month-end accounts often varied between homes, creating inefficiencies in consolidation and decision-making.
- **High administrative load:** The finance team spent the majority of its time collecting, verifying, and entering data instead of analysing it.
- **Compliance pressure:** Frequent adjustments and version errors during audits increased the risk of non-compliance.

Impact:

- **50% faster processing:** Automation cut manual data entry and reconciliations, boosting overall time efficiency and allowing finance teams to focus on analysis.
- **2x payroll accuracy:** Digital invoice and timesheet automation reduced data errors by 50% and doubled payroll precision across all homes.
- **Real-time visibility:** Dashboards enabled instant insight into financial performance at both home and group levels.
- **Improved compliance:** Automated audit trails and standardized records strengthened governance and reduced reporting discrepancies.
- **Effortless scalability:** Centralized finance automation supported new home additions without increasing headcount.