

# Case Studies



[www.brisca.com.au](http://www.brisca.com.au)

Office Address:

Level 54, 111, Eagle Street, Brisbane, 4000.

Outsource Your Transactional  
Finance Functions.

# Case Study 1

Australian Institute of Personal Trainers is a company of more than 150 staff members across Australia. Due to the size of the company it is a reporting entity for compliance purposes.

When AIPT called BRISCA for help they had problems with cash inflows, in particular with cash collection from students. AIPT allows students to pay their course fees on an installment basis and many of them sign up for direct debit payments. Unfortunately these payments often were getting dishonored and continuous follow up was needed by their collection team.

To do this, the correct reporting protocol wasn't in place nor was the information able to be relayed to the collection team in a reasonable timeframe due to capacity issues.

For it to work, the report needed to be updated on a daily basis to effectively follow up with the students. It became too much for the internal staff, not only did they not have the capacity, the work was also very tedious and affecting morale. One other restriction they had internally was the fact that the systems were only getting updated until 5pm Australian time as that's when the work day ended.

That's where BRISCA comes in. We began working with AIPT on a trial basis and have proceeded to work with the company for the last 2 years.

Accurate reporting began happening every day and there was a marked improvement in the collection process as a result. A 20-30% improvement in the speed and efficiency of the collection process has been achieved as a result.

Not only did BRISCA assisted with the collection reports, we have since taken over more and more of AIPT's functions as we now have 5 staff members who work for them exclusively ranging from accounts receivable, payroll, accounts payable, and invoicing.

We have saved them more than \$250,000 to \$300,000 a year with increased effectiveness, decreased staff turnover (internal staff are now doing more meaningful work), and there is now the flexibility to update and change processes at will knowing that we are there to carry on the day to day finance functions.

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## Case Study 2

The issue this client was facing was that they were growing steadily, but keeping up with the Accounting requirements was too costly.

They had a Financial Controller and 2 other internal staff members who managed the day to day finance operation.

When they saw the cost of running the Finance Department against the revenue being generated they came to realise it wasn't financially sustainable and they couldn't keep up with the reporting deadlines as it was.

When they went to the market to outsource parts of their finance division, most companies turned them down because they were operating a different accounting system to the usual systems like MYOB, Xero, and Quickbooks.

These other companies don't have trained staff and they didn't want to invest the time and effort into understanding the client's requirement.

This is where BRISCA comes in. We had a staff member trained to handle their ongoing accounting and compliance requirements.

We documented the system, liaised with the vendor to ensure everything ran smoothly, and introduced more automation into their systems and processes so they now only have to have 2 internal staff members in their finance division in addition to one staff member from our side.

The client achieved the outcome which was to have a sustainable finance division, saving them \$100 thousand dollars a year and providing them with the ability to run leaner with one less internal staff member.

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