

CASE STUDY



How an accounting firm
beat ATO deadlines with
the right outsourcing
partner

A Sydney-based advisory accounting firm was struggling to find staff amidst the skills shortage. After trying multiple outsourcing providers, the business approached SuperRecords to see whether higher quality work could be delivered.

Skills shortages were threatening the business

The firm struggled to find qualified staff for SMSF work amidst the current staff shortages, and this was having a significant impact on its delivery and costs. The accounting firm had engaged with multiple other outsourcing providers, but was unhappy with the quality of work that had been returned.

The firm then turned to SuperRecords in the hopes of finding a provider with experienced staff that delivered high quality work in agreed upon turnaround times as promised.



The right provider becomes a long-term success partner

SuperRecords gave the firm access to a pool of qualified staff that quickly and drastically improved service delivery. The staff supported the firm with lodgments and the handling of the independent audit requirements, and significantly improved its lodgement program. **This allowed the firm to complete 80% of that year's work before Christmas – 5 months ahead of deadlines.**

With an enhanced service delivery and lodgement program, the client has achieved better cash flows and improved its internal costing structures – all of which have led to better profit margins and scalability.

Pleased with the quality and reliability of SuperRecords's staff, the firm has further engaged SuperRecords for business services solutions. **Now, the client utilises a team of 5 resources and SuperRecords has become a long-term backend success partner for this Sydney-based accounting firm.**

Why choose SuperRecords for outsourced SMSF services?

SuperRecords has been part of the success story of hundreds of Australian accounting & financial planning firms that outsource their SMSF functions. By leveraging outsourced services, these firms have seen their clients grow and they have gained a level of certainty around the cost to serve their clients.

Working with SuperRecords allows firms to:

- ✔ Better utilise their skilled employees in other high level functions and client relationships, rather than wasting their time with more routine and low-level tasks
- ✔ Grow their business with strong and reliable backend support that comes with a dedicated and responsive account manager to manage and review all work
- ✔ Improve the experience of dealing with SMSF trustees drastically thanks to a team of 1,500+ highly-trained, qualified, and experienced staff that have quick turnaround times
- ✔ Scale services up or down as needed with a flexible, cost-effective model that gives firms the option of working on a full-time, part-time, or pay-per-job basis
- ✔ Maintain full transparency over projects and communications through an interactive real time workflow portal that's ISO-certified to ensure iron clad security of all data

Super Records are very professional to deal with and have a clear and efficient process.

- Client

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