

CUSTOMER STORY

Transforming accounting efficiency and collaboration at BKL



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Discover the power of enhanced accounting with Silverfin



FIRM PROFILE

BKL is a Top 40 accountants and tax advisers' firm with over 400 employees based in two London offices and remote locations worldwide. Its client base is spread across almost every business sector. Recognised as one of the UK's foremost tax authorities, BKL helps its clients manage complex tax matters. Their expertise covers many industries and specialisations.

The firm recognised that it needed to update its software. It wanted to streamline workflows, enhance collaboration, and standardise processes across teams. Transitioning from legacy systems to Silverfin delivered significant efficiency gains, improved workflow consistency, and empowered senior staff and trainees.

This case study explores BKL's journey with Silverfin, the challenges they faced, and the solutions Silverfin provided.

LOCATION

North and
Central London

NO. OF OFFICES

2

TEAM SIZE

400

SILVERFIN STACK

- Working papers
- Accounts production
- Mercia
- Insights
- Reports

PREVIOUS SOFTWARE:

- Excel
- Caseware

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BKL's existing system was server-based and cumbersome, which slowed file access and management. Some tasks took as much as 20 minutes to load, which held up work considerably. Team members were also used to communicating via email, and files were sent as attachments, making collaboration inefficient, slow, and sometimes confusing. Remote teams across countries were not able to access data in real time.

Many processes, such as bank reconciliations and tax computations, were still completed manually, again slowing down productivity and often resulting in inconsistencies.

Collaboration was challenging because teams across the company had different work processes, making sharing workloads and maintaining consistent quality difficult. The lack of uniformity also complicated onboarding for new staff.

The firm needed software that would standardise systems, centralise data, and make team communication easier. The main goal was to align and streamline all processes, so that once data was inputted it flowed through the entire system, from bookkeeping to final accounts.

"With Silverfin, I no longer have to wait 20 minutes just for files to load. The difference is night and day."

Chantelle Olivier, Accountant, BKL



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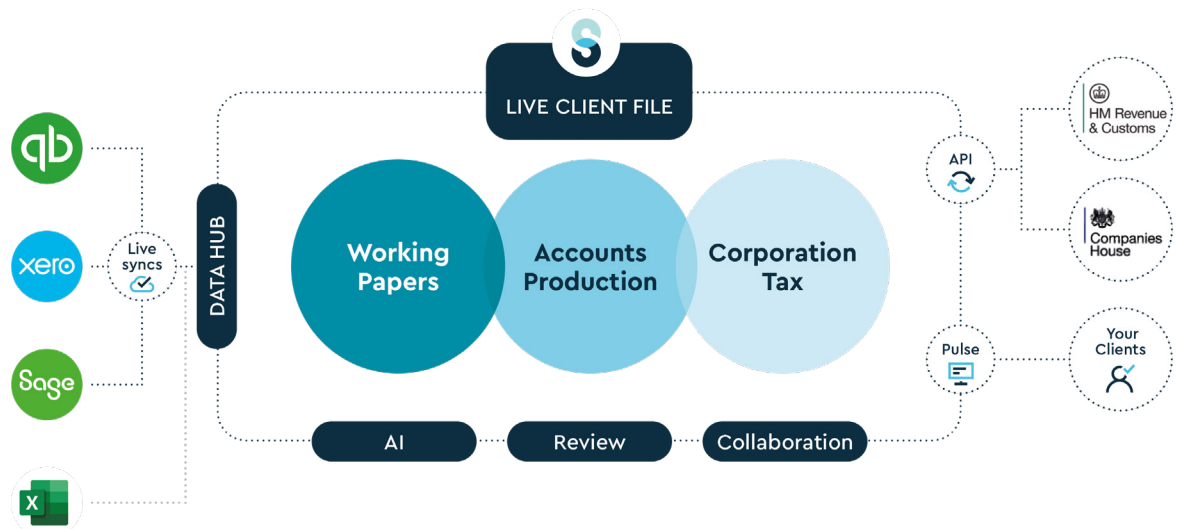
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After assessing their needs, BKL's senior management chose to invest in Silverfin. While some staff members were initially resistant due to concerns about change and adapting to new technology, the benefits - significant time savings and increased efficiency - soon became clear.

How the Silverfin platform works



"At first, there was a lot of push back. But about a year in, people started seeing the benefits—jobs were taking half the time."

Hollie Moore, Early Careers Manager, BKL



Benefits of partnering with Silverfin



Faster performance

Silverfin's cloud-based software eliminated server-related delays, providing teams with instant access to files. This was particularly beneficial for remote workers.

"The speed you can do things in Silverfin is an absolute game changer." Chantelle Olivier, Accountant, BKL.

Standardised workflows and improved quality control

Silverfin introduced structured workflows, ensuring all teams followed the same processes. Built-in checklists improved quality control by flagging inconsistencies before submission.

"By putting it into Silverfin, it was very evident that there were things to be questioned."

Hollie Moore,
Early Careers Manager, BKL

Enhanced collaboration across teams and locations

BKL operates a hybrid office, with most employees working from home a few days a week and many working remotely in South Africa and India. Access to real-time, up-to-date data ensures that multiple users are always working on the most current version of a file, eliminating time-consuming version control issues. Managers can leave review notes directly in Silverfin, reducing email back-and-forth which often causes confusion.



"Because the data is live, anyone can log in. If I'm off sick, my manager or anyone else can access the set of accounts and get the information they need."

Chantelle Olivier, Accountant, BKL

Benefits of partnering with Silverfin



Automated data entry and integration

Silverfin's ability to easily integrate with other financial software systems and import data from Excel streamlined reconciliations and eliminated redundant manual work.

"I hate to think what it was like when everything was on paper. Being able to copy and paste from Excel into Silverfin and have everything reconcile instantly is a huge time-saver." Chantelle Olivier, Accountant, BKL.

Reduced workload over time

Initially, in the first year of using Silverfin, additional time was required to understand and standardise processes. Once this process was finalised, efficiency gains quickly followed.

"A job that took 10 hours pre-Silverfin might have needed 14 hours the first year, but by year two, you can do it in 7 hours. So the capacity you're gaining means that from year three onwards, you're laughing." Hollie Moore, Early Careers Manager, BKL.

The use of cloud-based software also reduces the burden on IT staff because maintenance and software updates are installed automatically.

Enabling advisory services with real-time data

Today's clients expect so much more value from their accountants. They want strategic advice based on an analysis of their data. Silverfin's real-time access to financial data allowed the BKL team to shift from compliance-based work to advisory services, which added a great deal of value to their client offering.



"With the introduction of AI and the increased amount of technology, advisory is going to become more and more part of our day to day jobs as accountants."

Hollie Moore,
Early Careers Manager, BKL

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While BKL's workflows have been transformed, users hope to improve a few areas. This includes enhanced period comparisons to enhance the visibility of previous years' data during the current year's work and intercompany balance auto-reconciliation to streamline complex financial structures.



"If we could link intercompany balances within Silverfin and have them auto-reconcile, that would be incredible."

Hollie Moore,
Early Careers Manager, BKL



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Silverfin has enabled BKL to move beyond outdated accounting methods, fostering efficiency, standardisation, and team collaboration. The shift was not without challenges, but the benefits include faster workflows, real-time access, and structured processes, and these far outweigh the cost of moving to a new software system. With continued improvements, Silverfin will remain an essential tool in BKL's digital transformation journey.



"We're only beginning to explore what's out there. Once everyone is comfortable using technology, I think there are still great things to come."

Chantelle Olivier, Accountant, BKL



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