



CUSTOMER STORY

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# Hurst partners with Silverfin for seamless growth and strategic focus



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## Discover the power of enhanced accounting with Silverfin



### FIRM PROFILE

Hurst, one of the UK's leading independent accountancy firms, is known for going beyond traditional accounting services, offering strategic insights that help clients thrive. While delivering the high-level services expected from a top-tier practice, Hurst also provides visionary guidance that sets them apart.

LOCATION	NO. OF OFFICES	TEAM SIZE
<ul style="list-style-type: none"><li>Manchester</li><li>Stockport</li></ul>	2	120+

### SILVERFIN SOLUTIONS AND FEATURES HURST LEVERAGES INCLUDE:

- Working papers
- Accounts production
- Corporation tax
- Reporting
- Insights
- Pulse

[www.hurst.co.uk](http://www.hurst.co.uk)

# Challenges

As Hurst's outsourcing team grew into a rapidly expanding, standalone business unit, managing growth efficiently became increasingly challenging.

The reliance on Excel and multiple systems led to inefficiencies, inconsistent workflows, and added complexity.

To streamline operations and support their ambitious growth plans, Hurst needed an integrated, cloud-based solution that wouldn't overburden the team.



**of spreadsheets** containing more than 150 rows have at least **one major mistake**

Source: [IGI Global](#)



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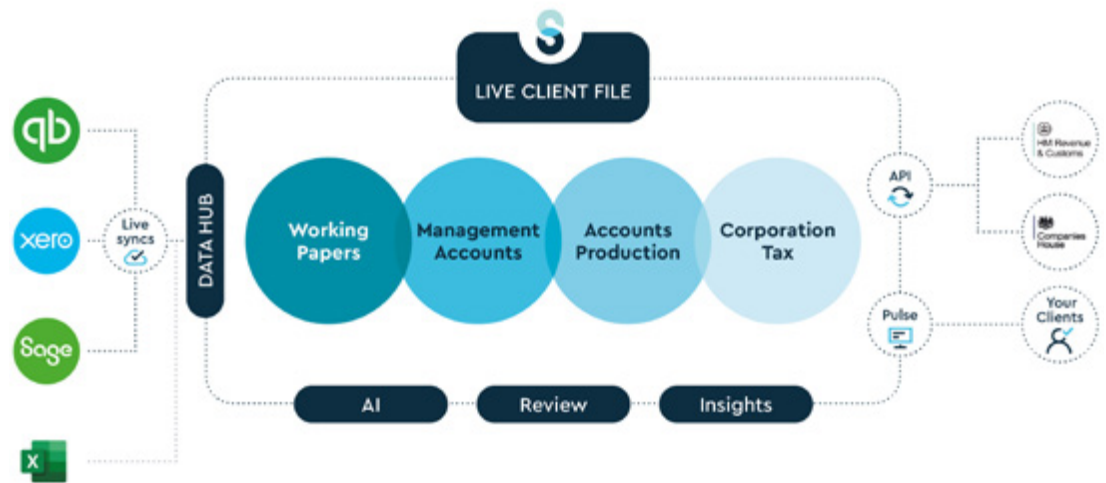
Hurst decided to partner with Silverfin and roll out our accounting software for working papers, accounts production and corporation tax. They also benefit from the reporting, insights and pulse features which enable them to maximise their use of the platform.

Since then, the firm has significantly improved workflow consistency, increased revenue and reduced overtime.

This has allowed them to optimise resources while ensuring the team can handle growing workloads without being stretched too thin.

Hurst's relationship with Silverfin has been highly collaborative, with the firm playing an active role in product development and feedback.

## How the Silverfin platform works



"We've been part of the process, part of Silverfin's development. They've listened to what we've said, and the team feels really impressed with how responsive they've been."

**Jo Gibson, Partner**



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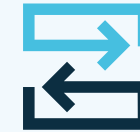
Discover the power of enhanced accounting with Silverfin

## Enhanced efficiency and consistency

Silverfin has enabled Hurst to standardise workpapers, creating a consistent process across all client engagements. This standardisation, which was previously unattainable with Excel alone, has improved both the review and training processes, ensuring that every team member follows a uniform approach to managing client files.

"What we have now is a standard set of work papers where you go in and expect to see the same things on each one. That review and training process is a lot stronger," notes Jo.

The review process in Silverfin has replaced paper and Excel-based reviews, cutting down on the number of inter-team e-mails being sent. This shows the value firms can unlock by optimising traditional manual processes using innovative technology.



# 1100%

increase in number of **Reviews per month** on Silverfin\*

"Previously, you'd have numerous different staff working on different jobs and creating their own way of working. Silverfin's consistency across files helps us prepare and review more efficiently. Because every file looks and feels the same, the review process is much easier. We can quickly identify issues and address them."

**Alex Mallanaphy, Business Services Client Accountant**



\*Since January 2024.

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## Increased capacity

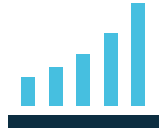
The platform's time-saving features, such as seamless data integration, have been instrumental in boosting productivity. By simplifying tasks and removing the need to switch between multiple systems, Silverfin has allowed Hurst to optimise capacity within their teams.

"It takes out little tasks that would take 15-20 minutes. The software runs smoothly and gives me time to focus on the bigger picture," notes Alex.

"Updates come through, there's no moving information around. The one-click file to Companies House is an absolute game changer," adds Jo.

Additionally, Silverfin's seamless integration with Xero has eliminated the need to manually move data between systems, saving time and reducing errors.

"We link Silverfin to Xero, and if you make changes in Xero or the client does, Silverfin picks it up automatically," explains Alex.

Grown   
**£200K** in 3 years with  
**1 extra staff member**





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## More time for strategic work and client engagement

Alex explains that the efficiencies Silverfin creates allow him and his team to focus more on adding value to clients, particularly through reporting and analysis. Silverfin's capacity to streamline routine tasks opens up more time for advisory work. "It helps me not have to think about certain things, so I can focus more on adding value to the client, like pulling out reports and delivering insights."

Team members can rely on Silverfin's features, like automatic alerts when items become unreconciled, creating confidence in both the system and the way of working. As a result, managers and partners can spend more time with clients, rather than getting bogged down in preparation details.



Silverfin users report an **average time saving of**

**1.5 HRS**

**PER WEEK  
PER CLIENT ACCOUNT**



**SEPTEMBER  
& DECEMBER**  
are Hurst's  
busiest  
months

## Improved employee experience

Hurst prioritises maintaining a healthy work-life balance and Silverfin has played a supporting role by helping the firm manage workloads more effectively.

"We don't want our team working overtime. Silverfin has helped us match the amount of work with the capacity we've got," notes Jo.

By streamlining processes, team members can focus more on client relationships, working independently and confidently. This has resulted in greater job satisfaction, as staff are empowered to spend more time helping clients and providing valuable insights.

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## Stronger recruitment positioning

Silverfin's advanced cloud technology has also given Hurst a competitive edge in recruitment. Being able to position themselves as a tech-enabled firm has attracted top talent, particularly younger professionals with high expectations of modern digital tools.

"We are at the cutting edge of digital technology, and that has become part of our appeal as an employer. It's allowed us to attract and retain talent who value working efficiently with the best tools available," shares Jo.

"We've grown about £200,000 over the last three years and only recruited an extra one or two staff. The difference is Silverfin."

**Jo Gibson, Partner**

## Driving revenue growth

This efficiency has translated into impressive financial results. Silverfin has been a key driver in Hurst's ability to grow its revenue in recent years while only adding one or two new team members. The platform's efficiency has allowed the firm to manage its capacity effectively without the need for significant increases in staff or overtime.





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While Hurst has seen significant internal improvements, the next focus is enhancing client deliverables. The firm plans to leverage Silverfin to offer more advisory-focused services, such as management reporting, and further improve the client experience.

"Our priority is getting that client experience nailed in the next twelve months, especially around management reporting and advisory services."

**Jo Gibson, Partner**

Hurst is confident that continued growth, combined with a technology-first approach, will allow the firm to scale and embed an advisory mindset across the team, helping them thrive in an evolving market.



# Discover the power of enhanced accounting with Silverfin

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## Silverfin has your back

Silverfin is a cloud-first platform, a central data hub for accountants that helps you implement truly proactive workflow processes for post-bookkeeping work.

Our online solution connects to multiple data sources, delivering a consistent workflow that leads to good financial data – leading to deeper analysis, better financial and business advice, and opportunities for your customers to thrive.

Built by accountants for accountants, our platform supports over 340,000 client files annually for firms including 30 of the UK's top 100. With Silverfin, year-end preparations and corporation tax submissions can take 50% less time and improve staff and client satisfaction due to greater accuracy, automation and control.

**Get in touch**

**Try for free**

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