

SuperRecords



CASE STUDY

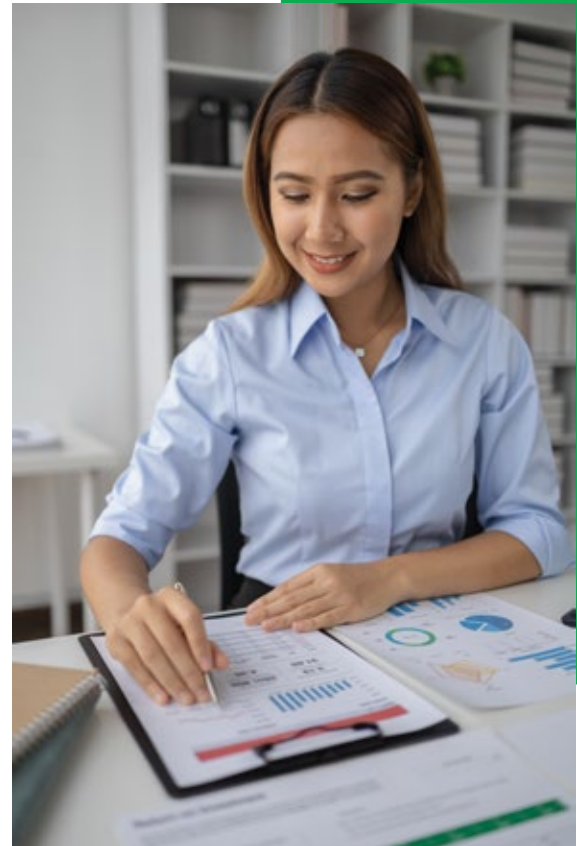
**Audit support outsourcing
that cut this firm's hiring
budget by 50%**

Skills shortages were starting to cost

This WA auditing firm was struggling to attract and retain experienced staff to support auditing work in the ongoing skills shortage.

With the industry shrinking each year, the firm's profit margins were decreasing due to the high cost of having in-house experts. This was also starting to impact the firm's ability to meet deadlines and balance workloads amongst existing team members.

The firm reached out to SuperRecords to see whether it would be beneficial to outsource its audit support work so that in-house staff could have more capacity and the firm would have an ongoing source of staff available.



Highly-trained staff were easy to find with outsourcing

After a thorough review, the experts from SuperRecords concluded that the best solution for this auditing firm was to allocate a dedicated resource to act as an extension of its existing team.

This arrangement meant that the offshore team member would essentially be a full-time remote employee for the firm – but without the extra costs and time constraints of having to hire, train, and retain an in-house employee.

The chosen resource was able to hit the ground running and extend support across a variety of different and complex audits (variable outgoings, private ancillary funds, not-for-profits, company, trust, and many more).

Additionally, with the ongoing training offered by SuperRecords to ensure that resources stay up to date on the latest tech, the resource came with a deep understanding of the Caseware software that the firm uses.

Easing bottlenecks and increasing capacity with outsourcing

The auditing firm reaped the benefits of outsourcing almost immediately: having the resource on board eased many of its bottlenecks and allowed the in-house employees to meet their deadlines.

The firm found that working with SuperRecords allowed it to:

- ✔ **Save up to 50% of the costs** associated with hiring, training, managing, and retaining expert employees
- ✔ **Put business continuity plans in place** to future-proof against ongoing skills shortages
- ✔ **Streamline its processes** by having a dedicated account manager review completed work and a secure workflow portal in which to send and track jobs
- ✔ **Reduce mistakes and manual job processing times** with the help of robotic process automation (RPA) technology at SuperRecords

The firm was so pleased with the results of its outsourcing investment that it expanded its extended team to three members – incredible growth less than 2 years after initially engaging with SuperRecords!

This partnership has given the auditing firm a competitive advantage in the market thanks to increased capacity, improved efficiency, and larger profit margins.

It was a great experience to work with the team and see the team grow. Thank you all for your support to Melissa and me through the variable outgoing busy season.

- Client

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