

# Deloitte develops its own processes on the Silverfin platform.

## working with multiple data sources had a negative impact on efficiency

“We were working with a system that linked with various data sources. Those sources had to remain open, burdening the system and negatively impacting efficiency.”

## needed ability to develop its own processes

“We looked for a new system that allowed us to continue using our own methodology. The flexibility Silverfin offered us to develop our own processes on the platform was a decisive factor for us.”

## wanted same operating method for every office

“The main benefit is that everyone works to the same method since the launch of the platform. Every report that goes out, every budget we set, every internal monitoring of a file is the same for every office.”



“The flexibility to develop our own processes on the Silverfin platform was the decisive factor for Deloitte.”

Frederik Falepin, Partner & Bart Clinckaert, Finance Executive

## Deloitte.

Deloitte has 12 regional offices in Belgium and serves around 5000 businesses. The organisation focuses on bespoke data-driven advice and is active in many areas: from tax and legal, M&A and finance, to technology and strategy.

**Number of locations:**

12

**Number of employees:**

650

**Bookkeeping software:**

Exact Online

### Objective

To establish standard operating practices across all regional branches and to fully digitise workflows.

### Why Silverfin

The flexibility to develop its own processes on the platform and the ability to maintain its specific business identity.

### Benefits

Everyone works in the same way, regardless of the system, accounting package or office location.

Added value for clients with fast closings and real-time advice.

Workflow is centralised on one platform, from analysis to service provision and communication.

Being proactive is a priority for Deloitte. Their approach? As a strategically creative external CFO partner, they work as a full member of the team for their very varied client portfolio. Family businesses, SMEs but also start-ups, scale-ups and divisions of international groups - all appreciate the client-focused approach they take where fast closing and real-time advice are central.

## The next step in digitisation

Bart Clinckaert, Finance Executive and Frederik Falepin, Partner are in agreement: digitisation in accountancy is increasing at a rapid pace. And not a day too soon, as far as they are concerned, "We have worked for years with software we developed ourselves to create year closings semi-automatically. At Deloitte, it's important to work in a uniform way across the regions. At the same time, we want to move away from the use of paper and focus entirely on a digital workflow."

Frederik Falepin adds: "The existing system was really due for replacement a year or two ago. It needed you to correctly input information into various data sources before it was combined with Word and Excel, amongst others. This meant that, although everything was in fact linked, you were obliged to open all those sources in order to be able to work properly. This put a tremendous strain on the system and affected our employees' efficiency. The search for efficient software became more urgent, which is how we came across Silverfin."

## Flexibility to develop our own processes within one platform

One of the cornerstones of Deloitte is that it places strong emphasis on local presence, with its own offices and specialists for each region. With this strategy, together with an extensive and multi-disciplinary range of services, Deloitte seeks to become the trusted partner for all of its clients. It combines this approach with standardisation. Annual accounts or other reports from Deloitte are always compiled diligently by specialists, and used by the entire organisation.

Frederik: "In our search for a new system, it was paramount that we continue to use our own methodology and be able to work with the various accounting systems used by our clients' accountancy packages and other systems. Silverfin gives us this capability. The flexibility to develop our own processes on the Silverfin platform was the decisive factor for us."

"Opting for new technology is not the most obvious choice for a large, established company. But it suits our strategy to be focused on the future perfectly, and ultimately we opted for what we thought to be the best solution. There hasn't been a single day we've regretted our choice of Silverfin." says Bart.

## Challenges

Did the switch to the Silverfin Connected Accounting platform happen without a hitch? Frederik explains: "Naturally things didn't go perfectly from day one. Getting 400 employees to work in a completely new way requires a change management process. Furthermore, employees' expectations about the capabilities of the new technology can sometimes be too high. We provided training and new Deloitte employees immediately receive brief but intensive training so that they can get to work on the platform quickly."

## Technical support

"Because we develop our own processes in Silverfin, we completely control the platform," continues Bart. "The platform is flexible, particularly because we can do our own development on it. The technical support we get from Silverfin to do this is very good. We are helped quickly and expertly."

## Everyone works in a standard way, regardless of the accountancy package used

When questioned about the most significant benefit of Silverfin, Bart and Frederik don't have to think too hard. "The main benefit is that everyone works to the same method since the launch of the platform. Every report that goes out, every budget we set, every internal monitoring of a file is the same for every office. This is only possible thanks to the integration of Silverfin with existing systems and different accountancy packages."

## Technology as the driving force behind new services

Frederik Falepin explained further: “The integrated approach adds value for our clients. Deloitte works proactively; we don’t think it’s enough to speak to our clients in May about things happening in January. Fast closing and real-time advice, that’s what we think is important. Silverfin is a connected platform, from analysis to service provision and communication, and that connected accounting strategy helps us enormously to deliver a focused service.”



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### About Silverfin

Silverfin is the cloud accounting platform that makes running your firm easier today and you can build your future on. A single hub for client data, automated accounting and compliance workflows, and the analytics and reporting tools you need to power your advisory services - all in one cloud platform.