HIVE FUSION

BESPOKE SOLUTIONS

From Overwhelmed to Organised with Hive Fusion

Within just 7 weeks of Hive Fusion consultancy, a mid-sized accountancy practice with 30 staff cut job turnaround times by 20%, freed up 10+ staff hours a week (worth an estimated £25k annually), improved client communication and gave the owner back time to focus on strategy instead of firefighting.

The Challenge They Faced

A fast-growing accountancy practice was creaking under the pressure of new clients and rising workloads:

- Workflow bottlenecks meant jobs kept slipping past deadlines
- Staff wasted hours chasing missing information and duplicating work across systems
- No clear ownership – everything urgent ended up on the owner's desk, as well as all customer queries
- Despite long hours, margins were shrinking and client satisfaction was dropping
- The owner knew things had to change, but every attempt to "fix it" got lost in the daily grind

Our Solution

Hive Fusion combined consultancy, training and cultural change to deliver a tailored fix:

- Mapped current workflows end-to-end to uncover duplication, bottlenecks and ownership gaps
- Spoke to staff to understand frustrations and uncover hidden inefficiencies
- Engaged clients through surveys and listening groups to capture their pain points
- Designed a new operating model with clear process flows, roles and accountabilities
- Delivered bespoke training to the team on Continuous Improvement mindset, visualising process flows and why they mattered, as well as introducing CTQ frameworks to put client needs at the centre of new workflows

Hurdles We Worked Through

- Resistance from staff who felt "this is just how it's always been done"
- Nervousness about whether changes would add more work rather than fix issues
- Limited visibility of client perspectives until the survey and listening groups revealed frustrations

By making improvements visual, client-led, and jargon-free, the team built buy-in and confidence to embrace new ways of working.

The Difference It Made

- 20% faster job turnaround times, helping the firm hit deadlines and reduce client complaints
- 10+ hours a week freed up, worth an estimated £25,000 a year in regained productivity
- Clients reported smoother service and more proactive communication
- The owner finally stepped back from firefighting, regaining time to focus on strategy and growth.

Why It Worked

Hive Fusion didn't just highlight problems, it created a people-first, practical solution. By mapping processes, listening to clients and equipping the team with CI skills, the firm embedded a model that reduced waste, improved accountability and put customers at the heart of decisions. Now, the practice runs like a well-oiled machine, delivering a better client experience while freeing leaders to focus on sustainable growth.

Client Details - Mid-sized UK accountancy firm, 30 staff.