



From Chaos to Clarity with The Hive Method

Within six weeks of completing our 1 day Hive Method session, a fast-growing accountancy firm cut duplicated work by 90%, freed up 10+ hours per week, improved client communication and gave the owner back their evenings.

The Challenge They Faced:

Scaling fast had created growing pains:

- Jobs duplicated across teams
- Client onboarding relied solely on the owner
- VAT returns delayed because clients weren't sending information on time
- Staff frustrated by unclear roles and bottlenecks
- Everything ended up on the owner's desk, leaving no time to step back/focus on growth

Our Solution

The Hive Method provided a structured way to uncover root causes, design simple fixes and build team accountability, all during one practical training day.

How The Hive Method Session Supported:

At the session, the owner and their team:

- Worked live on their onboarding and VAT headaches
- Used tools to map processes and find the real blockers
- Created a 30-day action plan with clear next steps
- Built confidence to reset expectations with both staff and clients

Hurdles We Worked Through

- Initial resistance to changing "how things were done."
- Nervousness around having tougher conversations with customers.

We equipped the team with tools to influence and tell the story of "why change matters." By showing that sticking to old ways meant the same frustrations and risks, they felt confident bringing staff and customers on the journey.

The Difference It Made

- 90% reduction in duplication thanks to a simple onboarding checklist
- 10+ hours per week freed up by eliminating duplicated updates and manual entry
- Clients reported smoother onboarding and clearer communication
- Weekly "quick fix" huddles turned blame into collaboration
- The owner finally stepped back from firefighting, focusing on strategy instead

Keeping The Momentum

The Hive Method tools are now being applied to other processes across the business, embedding a culture of continuous improvement.

Client Details : Sub-£10m accountancy business, UK.