

accelerate engine >>

A complete shift from in house ACC admin to a fully outsourced, high performing solution.



CAMBRIDGE
ACCOUNTANTS &
BUSINESS ADVISORS

Background

Cambridge Accountants exists to help businesses thrive, combining sharp advice, genuine care and the belief that informed clients make powerful decisions.

Three years ago, the firm partnered with Accelerate Engine to fully outsource its ACC management. This included everything from invoice reviews and client enquiries to problem resolution, dispute handling and ensuring each client has the correct and appropriate cover in place.

Awareness

Cambridge Accountants first became aware of Accelerate Engine's services through their marketing efforts and a face to face meeting at a GAP Conference.

After completing a historical review of 22 years worth of ACC billing across all ACC paying clients, the firm chose to adopt a Managed Service.

"The clients were absolutely delighted to receive their refunds," said Madeleine Miller, Practice Manager at Cambridge Accountants.

The Time Drain

Madeleine explained, "Before partnering with Accelerate Engine, managing ACC was a major drain on our time. When we adopted their Managed Service, we saw a clear opportunity, not only to improve the quality and speed of service for our clients, but to turn a time consuming obligation into something efficient and even profitable."

At the time, the firm had a backlog of ACC issues and no capacity to deal with them. Engaging experts to take this off their plate was a game changer.

Banished Headaches

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The Experience

"Working with the Accelerate team has always been a great experience," said Madeleine. "They're down to earth, easy to talk to and, just as you'd expect, they really know their ACC stuff."

When asked if she would recommend Accelerate Engine, she replied: "Absolutely, without hesitation. I'd give them a glowing review. The service is perfect for any firm that doesn't have an in house ACC expert. These days, whenever an ACC query comes in, we don't even try to handle it, we pass it straight to Accelerate."

"These days we are very happy that we don't have to try to be ACC specialists, we just don't have time for that."

Contact Us

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Call Ken to discuss how Accelerate Engine can calculate refunds and provide ongoing ACC management for your clients