

Success Story

Getting laser focused on financial clarity with Sage Intacct

“Sage Intacct has given us unprecedented visibility and confidence in our numbers, enabled faster month-end close and supports growth without complexity.”

Ivan Jacques

Group CFO, SILK Laser Clinics



SILK Laser Clinics implements Sage Intacct

SILK Laser Clinics is a leader in the Medi-Aesthetics market in Australia and New Zealand with a network of more than 180 clinics. SILK is laser-focused on delivering great service and lasting results for thousands of clients by combining advanced technology, education, service and their own Australian made range of skincare products.

Each clinic previously operated independent ledgers, making accounting and banking cumbersome. SILK implemented Sage Intacct as a unified, cloud-based financial management platform across the group to deliver faster reporting, stronger controls and the visibility needed to operate effectively as a listed healthcare organisation.



Results with Sage Intacct:

- Month-end close reduced from around 10 days to less than four days
- Significant reduction in manual finance effort, resulting in time savings of up to 70% on key tasks required to close the books
- Single, consistent chart of accounts implemented across the group
- Automated bank reconciliations at a clinic level
- Ability to book transactions across multiple entities in a single automated work flow
- Faster, audit-ready reporting to support corporate, board and stakeholder requirements
- Scalable foundation to support further acquisitions and ongoing expansion

Company
SILK Laser Clinics

Location
Australia

Industry
Health & Beauty

Solution
Sage Intacct

Partner
FUJIFILM MicroChannel

Sage

SILK

LASER CLINICS

About SILK Laser Clinics

SILK Laser Clinics operates a large network of franchised and company-owned clinics across Australia and New Zealand. Founded in 2009, the business has expanded through both organic growth and acquisition. Having previously listed on the ASX in late 2020, it is now owned by Australian Pharmaceutical Industries Pty Ltd, a wholly owned subsidiary of Wesfarmers Limited.



Limitations of fragmented legacy systems

Prior to implementing Sage Intacct, SILK Laser Clinics operated in a highly fragmented financial environment. Each franchised and jointly owned clinic had its own accounting ledger, with many manual transactions required to book similar transactions across the clinic network. In total, the group manages well over one hundred entities and even more bank accounts.

This approach created significant challenges at group level. Consolidation required manual steps and was time-consuming and prone to error. Intercompany transactions required duplication of effort and finance teams relied heavily on a range of systems and spreadsheets to piece together a consolidated view of performance.

As the business grew, particularly following its ASX listing and acquisition of a rival group of clinics, these limitations became increasingly untenable. There was a pressing need for robust due diligence, rapid integration and the ability to produce reliable “flash” results within a couple of days of end of month.

It was clear that the existing systems and processes could not support the scale, speed, and governance now required.

Making a case for change

SILK undertook a comprehensive review of multiple systems and platforms as part of a formal selection process. Sage Intacct implemented by FUJIFILM MicroChannel emerged as the clear choice.

As a cloud-native financial management system designed for complex, multi-entity organisations, it offered the structure, automation and visibility required to bring order to a highly decentralised operating model.

Sage Intacct brings structure, speed and confidence

SILK’s implementation of Sage Intacct established a single financial backbone across its network of clinics. A standardised chart of accounts now underpins consistent reporting, while clinic level automation ensures transactions flow seamlessly into group-level results.

Automated bank reconciliations and streamlined accounts payable and receivable processes have dramatically reduced manual effort across the finance team. High transaction volumes including franchise fees, marketing charges and clinic-level expenses are processed efficiently and accurately.

Most importantly, consolidation and reporting that once took weeks of effort can now be completed quickly and reliably. Month-end close cycles have been reduced from around ten days to four days or less, giving management and the board timely access to trusted financial information.



“Sage Intacct gives us the confidence to move quickly. Data is delivered quickly when we need it, we know it is accurate, and we can rely on it when making decisions at group level.”

Ivan Jacques
Group CFO, SILK Laser Clinics

A trusted partnership with FUJIFILM MicroChannel

SILK’s successful Sage Intacct implementation has been underpinned by a strong partnership with FUJIFILM MicroChannel. As an experienced provider of business technology solutions, FUJIFILM MicroChannel brought the rigour, governance and healthcare-ready expertise required to deliver the project effectively and efficiently.

Working closely with the SILK finance team, FUJIFILM MicroChannel guided the organisation through design, implementation and ongoing optimisation. The award winning Sage Partner demonstrated deep experience working in complex, regulated environments and ensured the solution aligned with the organisation’s operational and compliance requirements.

Results in a flash and less complex growth

Thanks to Sage Intacct, the SILK finance team now generates “flash” month-end results within a couple of days, with firm results then completed within another two days. This provides leadership with immediate visibility into performance, enabling time for review and faster decision-making.

As the business continues to grow, Sage Intacct provides the scalability required to onboard new clinics and entities quickly without adding disproportionate complexity or headcount to the finance function.

A platform for continuous improvement

SILK treats Sage Intacct not as a one-off implementation project, but as an ongoing innovation initiative that includes continuous refinement of processes and the expansion of automation across the business.

Key initiatives included the consolidation of multiple point-of-sale systems into one single platform which is integrated via API with Sage Intacct to improve data quality and reduce manual handling. Further enhancements to reporting and analytics are also planned, enabling deeper insight into clinic performance and group-wide trends.

The adoption of Sage Intacct has embedded best-practice financial processes across the business, leaving SILK well-positioned to focus on strategic priorities, supported by a platform built for what’s ahead.

A laser focus on the future

SILK has successfully transformed its approach to financial management. What was once fragmented and manual is now structured, automated, and scalable.

As the organisation continues to expand across Australia and New Zealand, Sage Intacct and FUJIFILM MicroChannel provide a strong foundation to support faster decisions, stronger governance and sustainable growth in a complex operating and regulatory environment.



“We have a continuous improvement mindset, and partnering with FUJIFILM MicroChannel has enabled us to work closely together to plan and execute ongoing system improvements. The team understands our business and as our trusted partner, provides continuity of guidance and support as we grow.”

Ivan Jacques
Group CFO, SILK Laser Clinics

A partnership as smooth as SILK

FUJIFILM MicroChannel is a business solutions and technology provider servicing medium to large corporate enterprises and government organisations. The award-winning Sage Intacct partner has 30 years of experience helping clients leverage technology for commercial success.

The partnership with SILK ensures they have best fit business technology and the support required to meet whatever opportunities and challenges they face. With the solid and scalable foundation of Sage Intacct, SILK continues to improve their technology platforms and systems to meet the future needs of the organisation, franchisees and shareholders.

FUJIFILM MicroChannel is a trusted partner to SILK and hundreds of other organisations in Australia and around the Asia Pacific region. Highly awarded by leading global vendors, and selling and supporting world-class technology products and solutions, FUJIFILM MicroChannel empowers organisations to perform better with unique solutions that are designed to match their unique needs.

“Implementing Sage Intacct for SILK Laser Clinics was about creating confidence at scale. By establishing a single, structured and flexible financial platform, the team provided SILK with the visibility and control needed to support growth, acquisitions and ongoing compliance in a highly regulated environment”, said Shelley Iovenitti, Sage Practice Director at FUJIFILM MicroChannel.



Sage

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