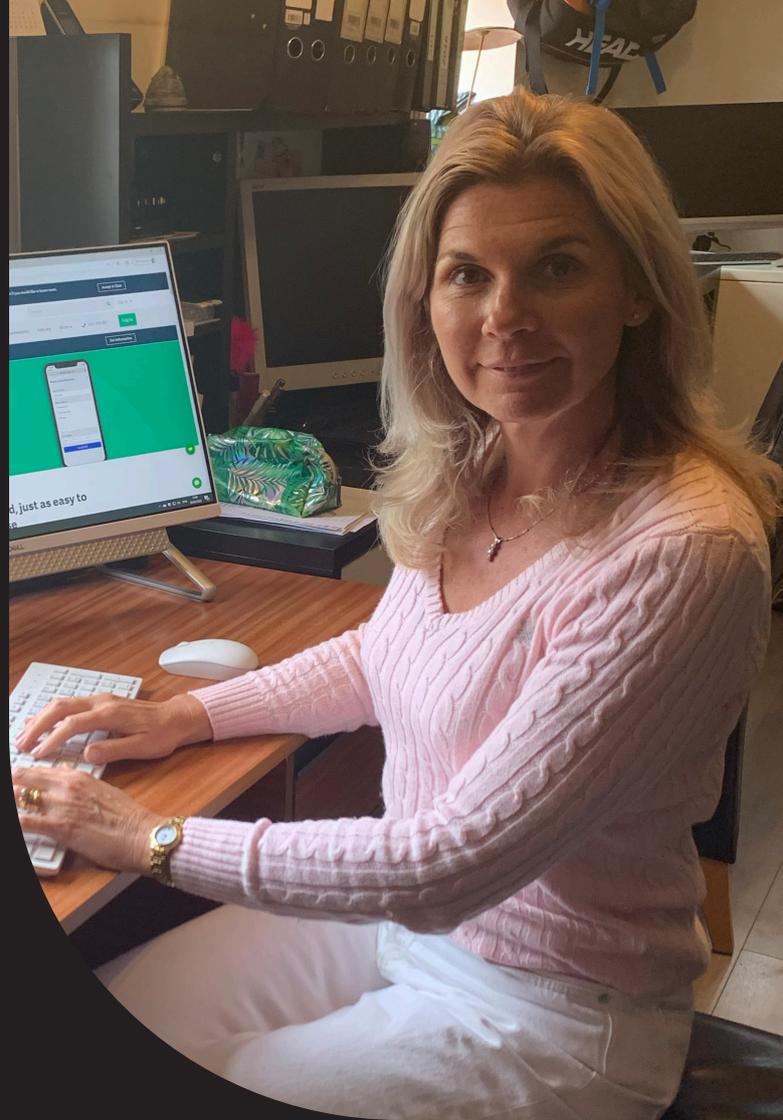


Success Story

Leisure Surfaces get ahead of the game with Sage Accounting

Specialist surfaces company takes control of its business with accounts accuracy and anytime, anywhere cloud access



Leisure Surfaces, a family-owned, small business managed by Carl and Suzanne Mottershead, has provided specialist construction and maintenance services for tennis courts and multi-use games areas (MUGA) for over 30 years in Cheshire and surrounding areas.

The professional Leisure Surfaces team design, build and maintain quality sports surfaces for private clients, schools, universities, sports clubs and local authorities, all to Lawn Tennis Association specification.

Key outcomes

- Reduces time to manage accounts by up to 75%
- Reliable bank feed provides confidence in accurate accounts
- Ease of use provides a foolproof solution for a non technical
- 24/7 support allows flexibility for small business operations

Company
Leisure Surfaces

Location
United Kingdom

Industry
Construction

Sage Products
Sage Accounting



About Leisure Surfaces

Leisure Surfaces is a family-owned, small business that has provided specialist construction and maintenance services for tennis courts and multi-use games areas (MUGA) for over 30 years in Cheshire and surrounding areas.

Sage



Sage Business Cloud Accounting gives back time to Leisure Surfaces.

Monthly bank statements create mid-month uncertainty

Since the beginning, when Leisure Surfaces would construct perhaps two to three courts per year, Suzanne Mottershead, Company Secretary, was dependent on both a manual and on premise accounting system. When the construction of courts reached 50 to 60 each year, the company realised that heavily paper-based financial management would not support the increase in new clients and the growth in their recurring business from the maintenance of installed courts. Each high-value project generated a significant volume of supplier invoices that needed to be manually written into the books. The inefficiencies of the process provided little visibility of their accounts before Leisure Surfaces needed to pay suppliers. Waiting for monthly bank statements, meant that mid-month Suzanne repeatedly recalculated and reconciled part payments to suppliers. Explaining this in more detail, Suzanne says, “For example, one order of tarmac will often be delivered in different quantities over 2 to 3 days, with each delivery having its own invoice. Each invoice would be paid and retrospectively recalculated, checked and reconciled back to the supplier’s order. This was time consuming.”

Cutting costs and time with a cloud based solution

At the point of moving to Sage Accounting, Suzanne was working two to three hours each day for four days per week and Leisure Surfaces were also bearing the cost of external accounting support clearing errors at month or year end. Suzanne explains how it’s changed how she works, “Moving to Sage 50 was one step up but moving to Sage Accounting has changed it completely. Now, everything is much quicker, I can see all my emails to clients and if I make an error the email won’t be sent, so I can see when the customer has been contacted.” As Sage Accounting eliminated the manual tasks, Suzanne has dramatically reduced her hours to two to three hours per week. She no longer requires an external consultant and, if the need is required, she relies on Sage’s 24/7 support team to answer any queries.

“Before, if I had a problem I’d ring up the accountants or ask the consultant to come out, who would charge us, but now I’d just ring the Sage support team.” The evening tends to be the time when she collaborates with her husband and partner Carl, after he completes his day on site. She continues, “A lot of the time when we talk about work, it’s in the evening and if we encounter any type of problem, Sage support is still there, which is great because it’s not just 9 to 5.” It also means that Suzanne can spend summer holidays as a family at their holiday home, taking just a laptop for work. Suzanne comments, “It’s so much easier having my accounts in the cloud,, I can even take the business with me on holiday!” The value of moving to Sage Accounting has far outweighed Suzanne’s initial fear of facing the technical learning curve. Converting to it has simplified the laborious tasks of posting invoices, sending cheques, re-calculating errors and manually reconciling the bank statement. Suzanne reassures, “It’s pretty foolproof. I am not technical and even I can understand it. It makes you feel like you’re more in control of your business. You’re now more aware of what is happening with your finances because it is all just there in front of you, not just for me but also for Carl who can access the information from his mobile when he’s on a customer site.”



“With the bank feeds I can see who has and who hasn’t paid, and that’s one of the best things, so we can chase what’s not come in.”

Suzanne Mottershead

Company Secretary, Leisure Surfaces

Self-administration leads to an empowered business

Holding historical data in the cloud has given Leisure Surfaces visibility of accurate pricing information for materials as well as past pricing of materials on previous projects. Suzanne explains the importance of this in terms of understanding their profit margins, “It’s so easy. Rather than digging out all the invoices to see the pricing of building materials, the information is in the Sage system and we can see how much a court has cost and our profit margin. We can also look back at the prices suppliers have previously charged in the same area and negotiate a similar price.”

By connecting the bank feed to Sage, Leisure Surfaces are no longer reliant on monthly bank statements, or having to calculate their financial position mid-month. Reconciling part payments has been simplified and with less errors; and that gives Suzanne peace of mind. She explains, “I don’t have to log onto my bank everyday, I can actually see it on Sage and if I see there is a query, I can log in to the bank to sort it.

The ease of use, holding accurate information and the instant visibility of their financial data via Sage Accounting has clearly added huge value to Leisure Surfaces, but one consistent benefit has been that accessible customer information anywhere and anytime for the business has also increased their customers’ experience and kept vital information at their fingertips.





Sage

© 2022 The Sage Group plc or its licensors. Sage, Sage logos, Sage product and service names mentioned herein are the trademarks of The Sage Group plc or its licensors. All other trademarks are the property of their respective owners.