

Customer Success Story

14 hrs a week saved with Sage Copilot

Tyne Cheese pioneered artisanal vegan cheese in the UK, but chasing invoices slowed their momentum.

With Sage, payments arrive 7 days sooner, giving them freedom to focus on growth.

Sage



Key outcomes with Sage

Sage Copilot ‘is like an irreplaceable assistant’

With Sage Copilot freeing up admin hours, Tyne Cheese could focus on the big steps forward—passing their first audit, cutting retail prices through a full cost review, and preparing for supermarket shelves. Through it all, they’ve kept to their roots: naturally fermented, ~70% cashew-based cheeses, crafted for taste, nutrition, and integrity.

“Before Sage Copilot, chasing invoices was my main time consumer. Now I just log in and it does a lot of that for me—it’s like an assistant. As we grow, it’s essential that we continue to use Sage, the Copilot features are irreplaceable. With growth comes more admin work, more little jobs. We really need to continue saving time like that.”

Adam Williams, General Manager

- Saves 12–14 hours per week
- Invoices paid up to 7 days faster
- First audit passed thanks to saved time
- Retail prices lowered by 30-50p
- Clearer path to supermarket shelves

Company

Tyne Cheese

Location

UK

Industry

Food &
Beverage

Sage Products

Sage Accounting
Sage Copilot

Sage





“

Sage is really easy to use. If you took it away, there'd be piles of paper and me rocking in a corner. It's part of everyday life at Tyne Chease.



Victoria Inskipp

CEO + Director

Sage

Handmade to business-ready

Freeing up full days ‘really helps’

“With the time that we’ve saved using Sage Copilot, we’ve been able to work on a few big projects. As a food manufacturer, we’re trying to approach larger customers, and a lot of them require certification - we’ve actually been able to work on that as a project and have our first audit and pass, and that was largely due to the time that we were saving.” **Adam Williams, General Manager**

“During a typical week, Sage Copilot can save 12 to 14 hours, which for our team is a huge amount of time. Now that Copilot automates a lot of invoice-chasing, we get paid much quicker. Before, invoices were getting paid up to a week, seven full days later than they needed to be.”

Adam Williams, General Manager

“Every morning when I do admin, it’s Sage Copilot. It’s like my little personal assistant, telling me what needs addressing, what needs to be prioritised. It even drafts emails and suggests tones — friendly or firm. It’s been really helpful.”

Victoria Inskipp, CEO + Director



“As a small business, using AI tools to get things done allows humans to do the fun work while we have agents do the monotonous, repetitive work.” **Adam Williams, General Manager**





Sage

Aged to perfection, powered by progress

“Sage technology is progressing so quickly, it’s quite exciting to see what sort of tasks it’ll be able to help with a year from now.”

*“Being able to use AI tools to get loads done without hiring new people is great. Any business wants to create jobs, but we want to create jobs that are stable, and provide someone with a good livelihood. So being able to first use **AI helps us increase productivity** before we take on that new member of staff, which is a financial liability. You want to make sure that their job’s secure. And as a small business, it’s very hard to always guarantee that, but AI helps.”*

Adam Williams, General Manager

Tyne Cheese proves that even the smallest teams can think big. Running an artisanal food business means juggling passion with pressure—cash flow, invoices, audits, and growth all at once. For Tyne Cheese, Sage Copilot in Sage Accounting acts like an extra pair of hands, keeping finance moving and giving the team confidence to scale. The result: time back to win even more loyal customers, reach supermarket shelves, and keep their plant-based cheese both delicious and accessible to all.



Sage

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