

Success Story

# UK Addiction Treatment Centres complex business thrives with Sage Intacct

Achieving better work/life balance through automation and process improvements

“The deferred revenue option is fantastic: splitting revenue across months is quick and easy.”

**Jonny Hughes**  
Management Accountant, UKAT



**The Challenge**

In 2023 UKAT knew that it was time to update the organisation’s accounting software. The existing software struggled to cope with UKAT’s multi-entity structure and deferred revenue transactions, required time-consuming manual processes and provided limited business data.



**The Solution**

Having seen other businesses thrive with Sage, UKAT’s finance team chose Sage Intacct. Implementation, which was carried out with Sage partners PwC, took just three months and the system went live in June 2023.



**The Result**

Sage Intacct delivers the business data UKAT needs for planned growth; reports are immediately visible and finance staff can drill into the data. Manual procedures have been removed, releasing staff time; administration of multiple entities and deferred payments are easier and more efficient.

- Month-end close 3 days faster.
- Quality, accuracy and scope of business data much improved.
- Makes administration of multi-entity business straightforward.
- Automation expedites processes and frees up staff time.



**Company**  
UKAT

**Location**  
United Kingdom

**Industry**  
Health & Social Care

**Sage Products**  
Sage Intacct

**Sage Partner**  
PwC



**UK**  
Addiction Treatment  
Centres

**About UKAT**

UKAT is a leading addiction treatment provider in the UK, dedicated to empowering individuals on their journey to recovery. Its evidence-based programs, compassionate care, and experienced team foster lasting transformations, helping clients reclaim their lives from the grip of addiction. The well-being of those they serve is their priority.



### **An organisation with purpose**

UKAT is an organisation with a clear purpose: to provide excellent care and treatment to enable all those suffering from addictive disorders to achieve a goal of life-long recovery. To that end, UKAT operates eight treatment centres—managed across five limited companies and a group company—each delivering life-changing care and support. Most of UKAT’s customers are individuals, but others are organisations including local authorities. The business currently employs around 220 people.

UKAT has plans for growth, but by early 2023 it was clear that its existing accounting software and systems could not meet the needs of an expanding and somewhat complex business. In particular, it struggled with transactions across and between the constituent companies and with deferred revenue—the latter being common in an operating environment where treatment can extend over weeks or months. Sue Davis, UKAT’s Finance Director, had seen Sage Intacct implemented very successfully in another business and felt confident that it could provide the comprehensive data insights, faster processes, improved multi-entity management and user-friendly functionality that UKAT needed from its accounting software.

### **Implementation without tears**

UKAT purchased Sage Intacct in early 2023, and was soon working on implementation with Sage partners, PwC. While Sue acknowledges that large-scale implementations are generally stressful, “I’ve done lots of system implementations and this is the only one that hasn’t ended in tears,” Sue says.

Sue attributes this not only to the nature of Sage Intacct but also to her own approach to stress management. “It can be difficult for finance leaders to balance work and other priorities, and to manage stress, but technology can definitely help with that. Work becomes much less stressful when you have systems in place that simply work as you need them to and report accordingly. With the Sage Intacct implementation we knew what we needed from the system and we had a plan. We worked together as a team and there was no slippage,” Sue says.

In June 2023, UKAT went live with Sage Intacct, having worked hard to load historic data because the organisation’s year end is in December. “We wanted line-by-line detail for the whole year, so that when it came to audit we could immediately use Sage Intacct as a single system,” explains Jonny Hughes, UKAT’s Management Accountant.



Sage Intacct delivers immediate multi-entity benefits and comprehensive reporting for UKATC.

### **Immediate multi-entity benefits**

Having had a clear vision of the benefits required, UKAT's finance team was pleased to see immediate benefits in the key areas of multi-entity management, the administration of deferred revenue, and business data insights and reporting.

"We've seen lots of general benefits; Sage Intacct has accelerated many of our processes and we can now close month end around three working days earlier than we used to," explains Sue. "But the deferred revenue option has been huge for us, absolutely huge."

Jonny agrees: "For us, it's a big number, deferred revenue is important for every single entity in our business every month and Sage Intacct has made it much more straightforward and efficient."

Sue and Jonny also appreciate the way Sage Intacct allows them to manage the multiple entities that make up the UKAT organisations. The team particularly likes the visibility and reporting of data for individual entities and intra-entity activity, and the ease with which they can now see, at a glance, the allocation of revenue—including deferred revenue—number of clients and paid days for each business.

They also like the user-friendly nature of Sage Intacct. "I really like the ease of use and ability to jump between different entities. You can have different entities open at the same time and compare various aspects at top level, so you only need one login, alternatively you can look at the companies separately. That's really useful and the system is user-friendly, so we picked it up really quickly," says Jonny.

### **More comprehensive reporting**

The reporting capabilities and data insights that Sage Intacct provide have also lived up to UKAT's aspirations, and this benefit has been even greater thanks to the time and care UKAT's finance team took in populating their system with accurate data. As Jonny puts it, "I know that Sue had lots of fun setting up all the various accounts and numbers during implementation, but that meant our Sage Intacct implementation has made a massive difference in terms of reporting. It simply cannot fail to work properly because it has all been set up correctly. The reporting is excellent, we can easily drill down into the data for every report and the speed of reporting is really fast."

Additionally, because Sage Intacct provides more comprehensive reporting than was available in the previous system, UKAT now produces better quality and more in-depth management accounting packs, and has a much greater volume of high-quality data available for analysis and to inform business decisions going forward.



“Sage Intacct provides the granularity we want and drilling into the data is straightforward.”

**Sue Davis**

Financial Director, UKAT

#### **Technology tackles workplace stress**

As we have already seen, Sue firmly believes that good technology, well deployed, can make a real impact on stress management for finance professionals. It is clearly serving UKAT’s finance team very well. “Our year ends are quiet, they’re really just another month end because we have systems that work so we are on top of everything. Also, we always have a plan so we know where we want to get to,” Sue says.

Jonny adds: “When it came to Sage Intacct implementation, we didn’t just trust the process, we had a plan and a vision; even though we’re not software experts, we got involved and we asked lots of questions because we needed to understand how things work and that we’re going to get what we want from the system.”

Sue agrees. “In a nutshell, that’s why this implementation has been a very positive experience for us,” Sue says.



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