

Success Story

Sage Intacct keeps Improve International's finances purring

Veterinary educators boost decision-making through streamlined financial reporting

“Sage Intacct made financial reporting fast and reliable, transforming our operations globally.”

Isabel Bahia

Head of Global Finance, Improve International



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Credit: Monty Rakusen



The Challenge

With operations across multiple countries, Improve International struggled to consolidate financial data and streamline reporting, relying on external accountants and disconnected systems.



The Solution

Sage Intacct provided Improve International with a unified financial management platform, allowing for automated reporting, consolidated accounts, and real-time financial visibility.



The Result

Sage Intacct reduced the time spent on month-end reporting by 3-5 days and provided real-time data access, enabling better decision-making and improved operational efficiency.

- Automated reporting reduces month-end close by 3-5 days.
- Consolidated financial data across global entities.
- Improved financial visibility for faster, informed decisions.
- Streamlined purchase order processes and approvals.

Sage

Company
Improve International

Location
Portugal

Industry
Business Services

Sage Products
Sage Intacct

 **Improve International**

About Improve International
Improve International provides veterinary training and certification across six continents, helping veterinary professionals hone their skills.



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Navigating international complexity

Improve International operates across six global entities, including Portugal, the UK, and the US. With veterinary training and certification offered in multiple countries, the team faced some tough financial management challenges. With each country having its own accounting system, the financial data had to be handled separately by external accountants, causing delays in month-end reporting and making it difficult to achieve a consolidated view of the company's finances.

“We needed to report at the group level, but with different local systems, this became time-consuming,” says Isabel Bahia, Head of Global Finance. “It was hard to keep everything mapped properly, and it was taking too long to get accurate data for decision-making.”

Improve International needed a solution that would bring together its financial data from across different regions into one place, providing real-time access and the ability to manage complex, multi-entity operations easily. Sage Intacct was the natural choice of platform to centralise financial reporting and get operations running smoothly.

A tailored implementation for global success

After Improve International implemented Sage Intacct in 2021, it immediately saw a boost in the accuracy and speed of its financial processes. With support from PwC, Sage Intacct was configured to meet the unique needs of each entity, including VAT compliance and local reporting requirements. This setup helped Improve International integrate its global operations into one central platform.

“Sage Intacct transformed how we managed financial data,” says Isabel. “Before, we had to rely on external accountants, but now we can see everything in real-time and book transactions internally.” This real-time access meant that the finance team could respond quickly to any discrepancies and make adjustments without the need to wait for information to be provided by third-party providers.

With a seamless onboarding process, the Improve International team hit the ground running. The flexibility of Sage Intacct meant that they could easily set up different workflows for each entity, meaning that local regulations and reporting standards were met while maintaining a unified approach across the business.



Integrating its global operations into one platform is helping Improve International reduce admin.

More automation – no miscalculation

One of the biggest improvements Sage Intacct brought to Improve International was automating its purchase order system. Before implementing Sage Intacct, the company had no structured process for raising and approving purchase orders, leading to inefficiencies and errors.

“Previously, there was no purchase order process in place, and it slowed down the finance team significantly,” Isabel notes. “With Sage Intacct, the rest of the business can now raise POs and get approvals much faster.” Automating the purchasing process reduced human error and freed up the finance team to focus on higher-value tasks like financial analysis, improving overall efficiency.

The purchasing module was customised to fit the company’s needs, making it easy for different departments to handle their orders while ensuring that approvals and payments were processed quickly and accurately.

Total cross-border visibility

Improve International also needed to consolidate financial data from multiple countries. With each entity operating independently, it was hard to get a comprehensive view of the financial situation across the business. Sage Intacct solved this by integrating all financial data into a single platform, allowing for real-time financial visibility across every entity.

“Now, we can easily view financial reports from all our entities, identify issues quickly, and make faster decisions,” Isabel says. This new level of financial visibility streamlined internal processes and improved decision-making at the group level.

With access to accurate, real-time data, the company could better track margins, understand performance, and ensure that all entities operated efficiently. This transparency into both high-level and granular data has allowed Improve International to plan for the future with confidence.

Solving reporting delays through automation

One of the most persistent and troublesome challenges Improve International faced was the delay in generating accurate financial reports. With data spread across systems and external accountants managing local accounts, the process of consolidating information was slow. These delays impacted the company’s ability to make timely decisions.

“Sage Intacct helped us solve this by automating our reporting processes,” Isabel explains. “We now have real-time access to all the financial data we need.”

Automating reporting tasks reduced the time it took to close month-end accounts from days to hours. This improved internal efficiency, enabled faster decisions, and reduced errors, enhancing reporting accuracy.



“The real-time data visibility within Sage Intacct has transformed how we manage our global operations.”

Isabel Bahia

Head of Finance – Global, Improve International

A future built on financial clarity

For Improve International, Sage Intacct has been instrumental in transforming the way they manage their finances across the globe. With centralised financial data, automated processes, and real-time reporting, the company has achieved greater efficiency and accuracy in its operations. As Isabel notes, “Having Sage Intacct means we don’t need more people resource because the system is clean and reliable, allowing us to automate so much of our work.”

Looking ahead, Improve International plans to continue leveraging Sage Intacct as they expand into new markets and grow their business. By further customising the platform and exploring new automation opportunities, the company is well-positioned to scale its operations while maintaining financial control. “The system already suits 90% of our needs, and we know we can keep building on that with Sage,” Isabel concludes.



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