

Case Study

Active Financial Services



Improving Efficiency & Saving Costs



A Problem of Modernisation for long standing IFA

Business Problem

Active Financial Services are an expanding local firm of Independent Financial Advisers operating throughout the North of England. In early 2009 Active approached Sapere to take their existing Excel and Access Database systems and create a bespoke application which allowed remote working for staff in a fully secure way and easier collation of data for FSA compliance checks.

Karl Pemberton (Director of Business Development Director) *"Our system hadn't been improved upon in almost 7 years. Although it had worked for us up to this point we needed a more robust compliant system putting in place to ensure passing any FSA checks were as simple and transparent as possible and provide comprehensible evidence of Active's approach to TCF (Treating Customers Fairly)".*

Active had third party systems in place but these were slow, inefficient, data was repeated, it was impossible for staff to work remotely and the systems taken as a whole just didn't match the way the business now operated.

Taken as a whole these issues were restricting the growth of the business and ultimately costing Active money through inefficient processes and staff time being spent inefficiently.

In order to overcome their problems Active decided to approach Sapere to provide a bespoke system to remove these difficulties.

Business Solution

Sapere worked with Active staff and management to identify all areas for improvement and provided a bespoke solution which:

- Made staff processes efficient therefore **saving costs** and making the business **more profitable**.
- Provided remote access thereby **saving money** on travel costs and **providing flexibility** to staff.
- Provided verifiable **offsite backups** to ensure business integrity in the case of **natural disaster**.
- Using identical technology to that used by high street banks to guarantee application **security**.
- Removed third party providers **saving thousands** in licensing and maintenance costs.
- Ensuring **workflow matches the business**, not the business matching the workflow.
- Took over 13 years of business data and transferred this **safely and securely** to the new system.

Paul Gibson (Director of Operations) *"The new system has led to a decrease in time spent searching for client information which has freed our advisers to spend more time making money for the company. Knowing that our information is available night and day from any PC in a secure way has meant flexibility for us as a company and for our staff. Having a system that matches the way we and our staff work is the biggest benefit of all."*