



Scaling Client Success: The Strategic Value of ERP Software for Professional Services Firms

How Financial Management Solutions Purpose Built for Professional Services Empower Growth, Transparency, and Profitability

The Sage Partner logo is contained within a black rounded rectangle with a thick green border. The word "Sage" is in a green, stylized font, and the word "Partner" is in a white, sans-serif font.

Sage Partner

Professional services firms operate in a dynamic, client focused environment where accountability, efficiency, and profitability are critical. As firms manage multiple projects, clients, and revenue streams, the complexity of tracking financials, project outcomes, and compliance requirements increases. This eBook explores why implementing an Enterprise Resource Planning (ERP) solution is a strategic investment for professional services organisations and why selecting an ERP syetem designed for multi entity financial management, project reporting, and cash flow oversight is essential for sustainable growth and improved client outcomes.

Table of Contents

04	Why Professional Services Firms Need an ERP Solution
04	Benefits of an ERP Solution for Professional Services
05	The Nature of Professional Services Business Models
05	Key Challenges for Growing Firms
07	Common Cloud Features That Help Professional Services Firms
07	Choosing the Right ERP Solution for Professional Services
08	Case Study Snapshot
09	Implementation Considerations
12	Sage Intacct for Professional Services
13	Sage Intacct Out of the Box Functionality
15	Conclusion

Why Professional Services Firms Need an ERP Solution

Professional services firms—from consultants and advisory to marketing agencies and IT service providers—operate in a project and client driven environment where efficiency, profitability, and resource utilisation are critical. ERP software designed for services firms streamlines financial management, billing, and project oversight, giving leaders the real time insights needed to manage clients, teams, and profitability. Key capabilities include:

- Project and client based accounting
- Multi entity and multi department reporting
- Automated accounts payable and expense management
- Time and expense tracking linked to billing
- Real time dashboards and KPI reporting
- Timesheet management
- Work in progress tracking

Benefits of ERP Software for Professional Services

- **Time Savings Through Automation:** Eliminate manual reporting and speed up project billing cycles
- **Enhanced Control Over Projects:** Improve visibility into budgets, resources, and profitability
- **Data Driven Decision Making:** Access client, project, and financial KPIs in real time
- **Improved Resource Utilisation:** Track billable hours and align capacity with demand
- **Scalability:** Support multi entity or multi office operations with consolidated reporting

The Nature of Professional Services Business Models

Professional services firms rely on project based revenue streams and client retainers. Profitability depends on managing time, resources, and billing efficiently while maintaining client satisfaction. Complexities arise with multi entity operations, utilisation tracking, and ensuring accurate project accounting across service lines. Real time visibility into project margins, cash flow, and resourcing ensures long term growth and client retention.

Key Challenges for Growing Firms

- Tracking billable hours and project profitability
- Manual invoicing, expense management, and reporting
- Limited visibility into utilisation and resourcing
- Multi entity consolidation for firms with multiple offices or practices
- Ensuring compliance with client contracts and industry standards
- Reliance on spreadsheets for budgeting and forecasting



Unlocking Performance: ERP Software for Professional Services Firms

Drive project efficiency and financial transparency with ERP software built for complex multi entity management, client engagements, and diverse billing and revenue models.

Common Cloud Features That Help Professional Services Firms

Project and client level accounting

Real time analytics for utilisation, profitability, and cash flow

Role based dashboards for partners, project managers, and finance leaders

Integrated time and expense management

Automated billing, invoicing, and reporting including recurring income and contract management

Multi entity and multi currency management

Mobile access for consultants and staff on client sites

Automated compliance and audit ready reporting

Choosing the Right ERP Solution for Professional Services

When evaluating ERP software, professional services firms should look for:

- Cloud native architecture for scalability and remote access
- Project accounting and resource management functionality
- Automated billing and expense workflows
- Real time KPI dashboards and reporting
- Strong integration with workforce management, professional services and CRM tools
- Scheduling

Real World Case Study

Company: Leverage Technologies

Industry: Business Services & Technology

Challenge:

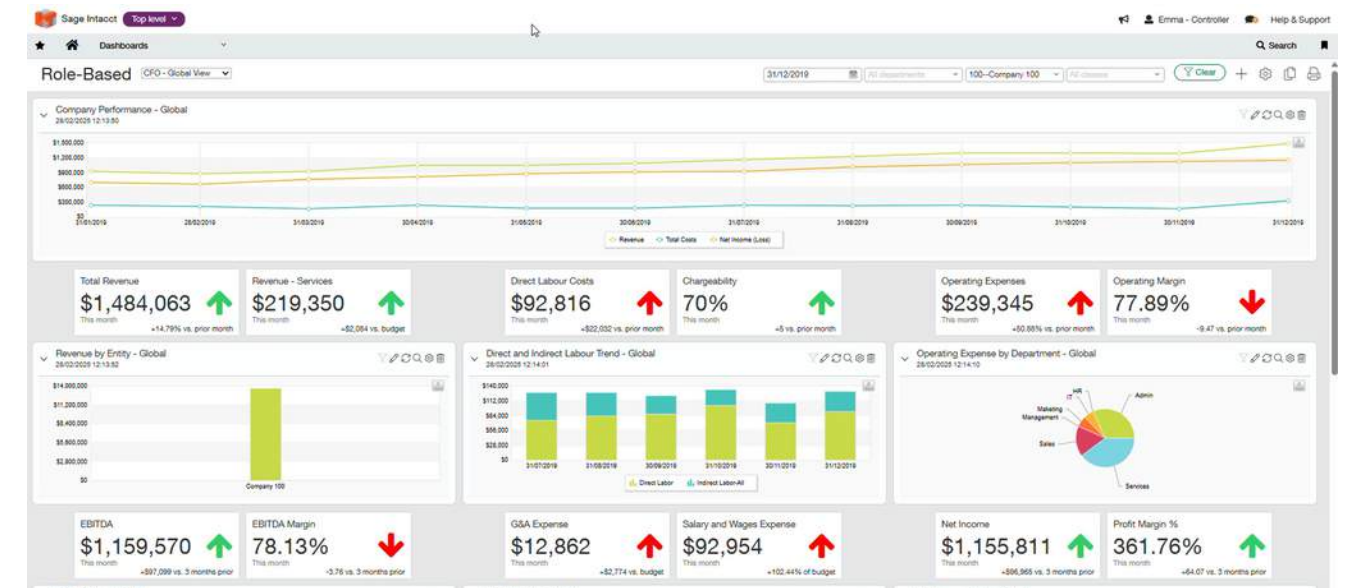
Managing their own financial and operational data was increasingly complex due to business growth. Manual reporting and administrative tasks were time consuming, with month end close processes, project and contract financial visibility, and recurring income management requiring significant effort. The finance and operations teams needed timely insights to make strategic decisions while scaling the business efficiently.

Solution:

Implemented Sage Intacct Cloud ERP to automate reporting, centralise financial and project data, streamline accounts payable and recurring income processes, and provide real time dashboards for finance, project, and management teams. Customised timesheet entry and project import templates enhanced accuracy and efficiency for consultants and staff.

Results:

- Month end close and advanced reporting completed in just four days
- 60% reduction in cloud and recurring income invoice processing time
- Real time access to KPIs and project profitability for management and project teams
- Administrative entry time reduced by over 95% for complex projects
- Finance team freed to focus on strategic and high value work
- Enhanced visibility of client, project, and contract financials for data driven decision making
- Scalable processes enabled efficient growth without adding headcount
- Ongoing system enhancements, including custom dashboards and reports, support continuous operational improvement



Implementation Considerations

When implementing an ERP solution, professional services firms should start by mapping financial, project, and billing workflows early to avoid gaps and inefficiencies. It's essential to align finance, operations, and client services teams to ensure smooth adoption across the business. Change management and staff training should be prioritised to drive user adoption, while clear KPIs—such as utilisation rates, project profitability, and Days Sales Outstanding (DSO)—help measure success. Partnering with ERP software experts experienced in professional services provides the guidance needed to deliver a seamless and effective implementation.



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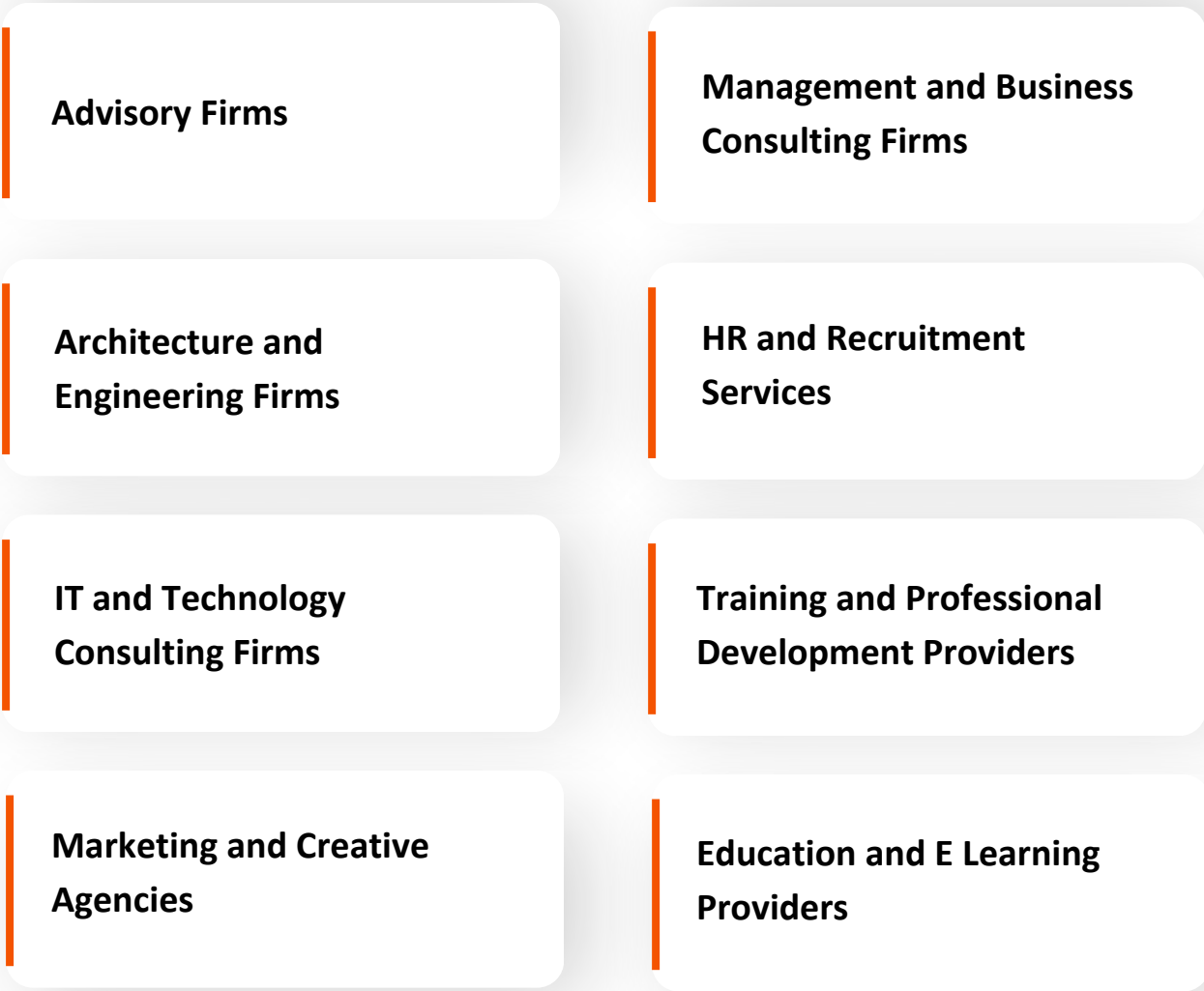
Moving to the cloud has provided instant access to system upgrades, ensuring we are always using the latest innovations for automation, usability and analytics.

”

Natalie Griffin CFO, Leverage Technologies

Sage Intacct for Professional Services

Sage Intacct is a cloud native ERP solution with functionality designed specifically for professional services firms. It delivers advanced project and client level accounting, automated billing and invoicing, real time utilisation and profitability insights, and multi entity financial management across practices, regions, or business units. Sage Intacct also includes strong contract and recurring income management for professional services firms that are managing contract revenue. With role based dashboards, time and expense tracking, and seamless integrations, it provides the financial and operational visibility needed to improve client delivery, cash flow, and firm wide performance. Sage Intacct is a great fit across:



Any professional services organisation that requires better visibility across projects and departments, streamlined financial processes, and accurate reporting on revenue, expenses, and operational performance should consider Sage Intacct to transform their financial and operational management.

Sage Intacct Out of the Box Functionality for Professional Services

- Multi entity and multi location reporting across practices, regions, and business units
- Project and client level budgeting and forecasting with budget vs. actual tracking
- Revenue and billing management including time and expense, fixed fee, and subscription models
- Automated reporting for partners, project managers, auditors, and stakeholders
- Payroll and workforce management integrations for consultants, contractors, and staff
- Advanced analytics for professional services KPIs such as:
 - Utilisation and billable hours
 - Project profitability and margin tracking
 - Cash flow forecasting by client or project
 - Resource allocation and staffing efficiency



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Conclusion

For professional services firms, ERP software is more than accounting—it's a foundation for efficient project delivery, accurate billing, and sustained profitability. Sage Intacct empowers firms to streamline processes, gain real time visibility, and make data driven decisions, freeing teams to focus on delivering outstanding client service and driving growth.



Unlock Scalable Growth with Sage Intacct and Leverage Technologies

Implement a robust ERP solution like Sage Intacct with Leverage Technologies. Our team has the expertise to make your transition seamless and tailored to the unique needs of professional services firms. We've successfully helped organisations streamline project and client level accounting, improve financial visibility, and enhance operational efficiency, enabling stronger client outcomes and sustainable growth.



sales@leveragetech.com.au



[1300 045 046](tel:1300045046)



www.leveragetech.com.au

New South Wales
Level 2
50 Bridge Street
Sydney NSW 2000

Victoria
Rialto, West Podium
Level 2 Mezzanine 2 (M2)
Melbourne VIC 3000

Queensland
Level 38 71 Eagle Street
Brisbane
QLD 4000