

CASE STUDY

Enhancing Financial Oversight: How Positive8 Improved Reporting Accuracy



positive8

CLIENT OVERVIEW

A leading operator of budget tourist accommodation and entertainment venues across the UK and Europe, providing affordable lodging and leisure experiences.

THE CHALLENGE

The organisation required centralised, daily control over its cash and stock reports to ensure accuracy and consistency across all its retail units.

This was particularly critical to maintaining effective financial oversight and ensuring the timely and accurate reporting of revenue and stock levels.

OUR SOLUTION

As the Data Analyst, Positive8 implemented a robust process for monitoring daily exception reports. We ensured that all retail units had closed their trading day and submitted their reports by 10 a.m. the following day. We closely monitored any missing reports and investigated discrepancies, following up with on-site management via telephone and email to resolve issues promptly.

We also addressed both first and second-line technical, integration, and reconciliation issues, resolving most on our own. For more complex third-line issues, we escalated to expert resources and managed the process until resolution, ensuring minimal disruption to operations.

Additionally, we undertook ad hoc investigations and reconciliations related to cash and stock shortages that arose during physical stock takes and head office audits, ensuring all discrepancies were addressed efficiently.

THE OUTCOME

Thanks to the comprehensive monitoring and problem-solving processes implemented by Positive 8, the Finance Team was able to report weekly taking sheet results with full confidence and completeness every Monday morning.

Furthermore, they were able to compile monthly management accounts down to gross profit, based on the accurate data from the taking sheets and stock control systems, enabling better financial oversight and decision-making across the organisation.