



BACK-OFFICE SUPPORT FOR SCALING BUSINESSES

Business Support Services

Bookkeeping, payroll, administration and management support - so your systems keep pace with your growth.

A GUIDE FOR OWNERS WHOSE SYSTEMS HAVEN'T KEPT UP

WHO WE WORK WITH

Growth exposes the gaps in your systems before it rewards you for them.

You've scaled past the point where informal systems and a part-time bookkeeper can keep up. Reporting is inconsistent, your team has capability gaps you're quietly covering for, and you're still too involved in operational detail for a business your size. You don't need more hands - you need the right systems, run properly.

THE PROFILE, AT A GLANCE

\$4M–\$20M+

ANNUAL REVENUE

5–50

EMPLOYEES

Established & scaling

BUSINESS STAGE

Xero, MYOB & QuickBooks

PLATFORM EXPERTISE

When the back office can't keep up with the front

Three categories of strain we see consistently as teams grow.



Systems

- Inconsistent financial reporting that arrives too late to act on
- Systems not keeping pace with the pace of growth
- Team capability gaps and owner over-reliance



Operations

- Payroll, bookkeeping and admin handled inconsistently
- Scaling inefficiencies in systems and people
- No clear line of sight from transaction to management report



Leadership

- Time pressure and decision fatigue from operational detail
- Moving from operator to leader stalled by unreliable support
- Desire to become a sophisticated operator, without the systems

Support that gives you your time back



Bookkeeping

Accurate, timely bookkeeping on Xero, MYOB or QuickBooks - done properly, every period.



Payroll

End-to-end payroll management, compliant and reliable, so pay runs are never a source of stress.



Administration & Management Support

Practical support across the functions that don't need your personal attention but do need to be done well.



Systems Review & Setup

An honest assessment of where your current systems are falling short, and a plan to close the gap.

HOW WE WORK

Reliable, consistent, built to free you up

- We're proactive - flagging issues in your systems before they escalate
- Fixed-fee packages with clear, structured touchpoints
- Direct communication - no jargon, no chasing us for updates
- Support that scales with you, not rebuilt every 12 months



“Your back office shouldn't be the thing holding you back.”

WHAT CLIENTS TELL US THEY WANT

- ✓ Support to scale sustainably
- ✓ Clear financial visibility and forward planning
- ✓ A trusted advisor who anticipates issues before they arise
- ✓ Systems that free up their time to focus on strategy, not administration

Is this the right fit for your business?



This is likely a strong fit

- \$4M+ revenue with a growing team
- Currently outgrowing informal or ad hoc back-office arrangements
- Open to reviewing and improving systems, not just patching them
- Wants a partner who takes ownership of the detail



Probably not the right fit

- Very small operations with minimal transaction volume
- Not open to reviewing or upgrading current systems
- Looking for the lowest-cost provider rather than a reliable partner



LET'S START THE CONVERSATION

Your back office shouldn't be the thing holding you back.

If your systems haven't kept pace with your growth, we'd welcome the chance to show you what proper support looks like.

AFFINITY ADVISORY

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Learn more: affinity.com.au/business-support-services/