



Kick

Dynamics case study

Littlefish

Streamlining Finance Processes with Kick

Founded in 2003, Littlefish is a prominent UK-based Managed IT Services provider renowned for its exceptional IT support and cybersecurity solutions across various sectors. With a commitment to innovation and client-focussed services, Littlefish has established itself as a leader in the IT services industry, offering tailored solutions that bolster efficiency, enhance security, and support strategic business objectives.

Enhancing financial operations amidst growth

As Littlefish continued to grow, the need for a more efficient financial system became apparent. The existing processes, especially around the management of recurring support contracts and licence billing, were labour-intensive and increasingly unsustainable. This placed a significant burden on the Finance Team, hindering their ability to contribute to more strategic areas of the business.

Discovering the solution

In response to these challenges, Littlefish partnered with Kick to implement Microsoft Dynamics 365 Business Central, complemented by Kick's App for Subscription Billing. This solution, specifically tailored for subscription management, is a Microsoft-accredited off-the-shelf product designed to streamline and automate complex billing processes.

Key milestones and deliverables

- / Integration of Microsoft Dynamics 365 Business Central:** Deploying an advanced finance management system to replace outdated processes
- / Implementation of Subscription Billing:** Automating the billing process to efficiently manage recurring contracts and reduce manual workload

Short term benefits

The immediate effects of the new system included a drastic reduction in time and effort required for monthly billing processes. This automation allowed the Finance Team to shift their focus from repetitive tasks to strategic initiatives, thus enhancing productivity and operational efficiency.

Long term benefits

Over time, the new system profoundly transformed subscription billing management. Its efficiency has improved operational workflows and equipped Littlefish to handle scalable growth. As the customer base grows, the automated system will seamlessly manage increased volumes, preventing the need for a corresponding increase in administrative staff.

Understanding and collaboration

Transitioning to a new accounting system can be daunting, but Kick made the process smooth and collaborative for Littlefish. They invested significant time to understand Littlefish's specific needs, particularly around subscription billing. The Kick team's professionalism, responsiveness, and friendliness were crucial in ensuring a successful implementation. Littlefish remains satisfied with the system, which continues to operate seamlessly, reflecting Kick's commitment to delivering lasting solutions that meet their customers' evolving needs.

“Partnering with Kick has been a game-changer for Littlefish. The transition to Microsoft Dynamics 365 Business Central with Subscription Billing has greatly benefitted our finance operations, allowing us to focus more on strategic growth and less on manual tasks. The efficiency and seamless integration delivered by Kick have exceeded our expectations, making this transition pivotal for our ongoing success. We're confident in our continued partnership with Kick as we expand our services and capabilities.”

Joe Parkinson / Head of Finance

littlefish
managed IT services

