



Enhancing Operational Efficiency at Cutcher & Neale with NowInfinity

Cutcher & Neale have streamlined their administrative processes across multiple departments with NowInfinity, setting a new standard in efficiency and operational management.



The Client

Cutcher & Neale, a dynamic and comprehensive service firm, spans across three bustling offices in Brisbane, Sydney, and Newcastle. They offer a one-stop solution with services ranging from accounting to insurance, demanding a high degree of coordination and efficiency to manage their broad client base and internal operations seamlessly.

With a diverse team of 150 staff members distributed across nine departments, the firm required a robust solution to streamline its extensive operational demands efficiently.

Managing Complexity in a Multi-Office Environment

The Problem

Before NowInfinity, Cutcher & Neale struggled with inefficiencies across their Brisbane, Sydney, and Newcastle offices.



The lack of a unified system led to **redundant manual tasks and strained productivity.**



Coordinating diverse services without streamlined processes created **operational bottlenecks.**



Kirby noted that while software issues were common, **the existing workflow was unsustainable.**



We specialise in self-managed super funds. That's why I made it a priority to use the best software available to ensure we deliver the highest quality service.



- Kirby Border
SME Team Administrator, Cutcher & Neale

The Solution

Effortless Automation and Seamless Efficiency with NowInfinity

Adopting NowInfinity marked a major change for Cutcher & Neale, offering a set of tools that helped automate and simplify their complex administrative tasks.

It became especially helpful in managing company statements, sending reminders, and handling ASIC-related tasks, which used to take up a lot of time across multiple offices. Kirby notes the immediate difference, saying, *"Day-to-day processing is a lot easier with NowInfinity."*



Kirby also explains how NowInfinity has improved their daily operations by increasing productivity with automation. This not only saves time but also reduces the chances of human error, which is key for staying compliant and accurate.

The platform's ease of use and intuitive design were key to its smooth adoption across the firm. Kirby highlights that the user-friendly software has allowed staff from different departments to use its features effectively without needing extensive training.



We save hours of time each week by automating our ASIC-related tasks. NowInfinity just makes everything easier.

– Kirby Border
SME Team Administrator, Cutcher & Neale



The Results

NowInfinity Automates ASIC Tasks, Saving Hours Each Week



Streamlined Compliance and Time Savings

NowInfinity's automation transformed daily operations at Cutcher & Neale. By automating repetitive tasks, the platform freed up valuable time for more strategic work.

"NowInfinity has taken a lot of manual tasks away. It's one less thing that someone has to remember or we have to hire somebody to do" says Kirby.



Reduced Staffing Needs and Increased Efficiency

NowInfinity eliminated the need for additional staff to manage ASIC-related tasks, saving costs and improving resource allocation.

"A big chunk of someone's role on a weekly basis would have been solely ASIC-related tasks" says Kirby.



Improved Workflow and Reduced Errors

The platform's intuitive design enabled staff to easily manage compliance tasks, ensuring deadlines were met and errors minimised. Kirby reflects, *"Day-to-day processing is a lot easier with NowInfinity,"*

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- Kirby Border
SME Team Administrator, Cutcher & Neale



One **Powerful Platform** for Entity
Management and Corporate Compliance

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