

Success Story

Sage Intacct takes centre stage at Bristol Old Vic

UK's longest running theatre automates financial management and real-time reporting to streamline operations, freeing up time for strategic decision-making

"Sage Intacct has transformed how we manage finances, saving time and improving accuracy."

Louisa McCann

Finance Director, Bristol Old Vic



The challenge

Managing multiple revenue streams—ticket sales, bar and events, and public funding—was time-consuming and prone to human error. Financial reporting was manual, slow, and disconnected, making it difficult to provide real-time insights to budget holders.



The solution

Sage Intacct centralised financial management, automating processes, improving reporting accuracy, and enabling real-time financial insights across departments.



Results with Sage Intacct

Bristol Old Vic cut reporting time in half, reduced audit processing by two months, and gave every department instant access to financial data, driving efficiency and accountability.

- Month-end accounts completed 50% faster.
- Audit time cut from four months to two.
- Real-time budget visibility for every department.
- Intercompany transactions streamlined with one-click processing.

Sage

Company
Bristol Old Vic

Location
United Kingdom

Industry
Arts and Culture

Sage Products
Sage Intacct

**BRISTOL
OLD VIC**

About Bristol Old Vic

Bristol Old Vic is the UK's longest-running theatre, producing world-class performances while championing accessibility and community engagement.



Balancing the books while treading the boards

Bristol Old Vic is more than a theatre. It's a complex organisation with multiple revenue streams; from ticket sales and bar takings to public funding and private donations. Managing these diverse income sources required meticulous financial oversight, yet the theatre's outdated systems struggled to keep up.

Previously, finance processes were manual, slow, and error-prone. Year-end accounts relied on spreadsheets, making reconciliations and audits time-consuming. Budget holders had little visibility over real-time financial data, forcing them to wait weeks for reports from finance.

"Before Sage Intacct, everything was processed manually," explains Sam, Finance Manager. "There was no automation, and that meant more time spent inputting data rather than analysing it."

The lack of integration between revenue streams also created inefficiencies. Intercompany transactions required laborious reconciliation, while tracking grant funding across different projects was a major challenge. Without a single source of financial truth, decision-making was reactive rather than proactive.

No more drama with smarter accounting

Recognising the need for a more efficient system, Bristol Old Vic searched for a new platform. Enter stage left, Sage Intacct. The finance team worked closely with Sage to configure the platform for their unique needs as implementation wasn't just about upgrading software—it was about transforming how the whole theatre managed its finances.

"With Sage Intacct, we've been able to consolidate all financial data into one place," says Louisa McCann, Finance Director. "That means we can generate reports instantly, rather than waiting weeks."

The team immediately noticed the difference. Intercompany transactions, which previously required extensive manual work, could now be processed with a click. Real-time access to financial data empowered every department to take control of their budgets. "Budget holders can now see exactly where they stand at any moment, rather than relying on monthly reports," explains Lisa Ronson, Head of Finance. "That level of transparency has made a huge difference."



With Sage Intacct, Bristol Old Vic has transformed its financial management, saving time, improving accuracy, and empowering teams with real-time data.

Bringing financial clarity centre stage

For Bristol Old Vic, financial reporting was once a painstaking process. Management accounts took up to 20 days to compile, with finance teams manually inputting data into spreadsheets. Year-end audits stretched over four months, consuming valuable time and resources.

Sage Intacct changed everything. “Our management accounts turnaround has dropped from 15–20 days to just 10,” says Sam. “We’ve also cut our audit time in half because reports are now fully integrated.” With automated processes and a direct link between transactions and reports, finance teams no longer waste time reconciling inconsistencies. Auditors can access the data themselves, streamlining compliance.

Giving every department a front-row seat to their finances

Before Sage Intacct, department heads had to wait weeks for financial updates, limiting their ability to track spending and adjust budgets in real time. Now, budget holders have instant access to live financial data.

“Every department can see its figures at a glance,” explains Lisa. “That means they can spot anomalies, adjust spending, and make informed decisions without having to request reports from finance.”

With the user permissions within Sage Intacct, access is tailored—budget holders see only what’s relevant to them, ensuring confidentiality while improving financial accountability.

Less admin, more artistry with effortless fund tracking

Managing multiple revenue streams—ticket sales, bar and events, production, and grants—previously required complex reconciliations between Bristol Old Vic’s four subsidiaries. Intercompany transactions were manually recorded and prone to errors.

Now, with Sage Intacct, intercompany transactions are processed with a single click. “We can now see all four companies at a top level, which has significantly improved accuracy,” says Lisa. “There’s no more double-handling of data, and reconciliation is seamless.”

Grant funding, which must be reported separately for compliance, is also easier to track. “Restricted and unrestricted funds are now automatically designated within the system,” Lisa explains. “This means we can generate compliance reports instantly, ensuring we meet all regulatory requirements.”



“If Sage Intacct disappeared tomorrow, it would be chaos. We depend on it for efficiency and accuracy.”

Lisa Ronson

Head of Finance, Bristol Old Vic

Setting the stage for long-term financial success

With Sage Intacct, Bristol Old Vic has transformed its financial management, saving time, improving accuracy, and empowering teams with real-time data. What was once a manual, spreadsheet-driven process is now automated, efficient, and transparent.

The finance team can now focus on strategic decision-making rather than data entry. “We’re no longer stuck looking in the rear-view mirror,” says Lisa. “Sage Intacct allows us to focus on the future, making smarter financial decisions.”

Looking ahead, the theatre is exploring even more ways to leverage the capabilities of Sage Intacct, including AI-driven automation. As Bristol Old Vic continues to grow, Sage Intacct will scale with them, ensuring financial clarity and sustainability for years to come.



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