



# Case Study

Improved accuracy, and  
enhanced scalability.

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## The Client

Acclime Vietnam is a leading provider of professional accounting, tax, payroll, compliance, company establishment and advisory services in Vietnam, with a focus on providing quality outsourcing and consulting services to foreign invested clients in Vietnam and the region. We assist foreign invested and locally owned companies maintain the highest level of professional standards in Vietnam and the region through proactive compliance, reporting assistance and advice. Acclime Vietnam has offices in Ho Chi Minh City, Hanoi and Danang, and a team of more than 150 professionals is ready to assist.

Acclime Vietnam is a part of the Acclime Group – an Asia-focused premier corporate services specialist. Our regional network of grass-roots experts is pushing the corporate services sector with bold, innovative solutions that are seamlessly delivered to the highest global standards.

## The Client's Issues

In any professional services firm, managing time and billing is crucial. However, the billing process was cumbersome and often resulted in delayed or incorrect invoices, affecting their cash flow, and they faced difficulties in maintaining and accessing timesheets, which impacted the quality of services they could provide and eventually their billing.

Acclime Vietnam was looking for a solution that would

1. help to streamline their scheduling,
2. improve billing accuracy and improving level of detail of bills as requested by clients,
3. enhance timesheet management so they would have visibility of time the team is spending on each client and for any particular client, how much time is spent on each matter,
4. allow flexibility, scalability and the option to tailor to the needs of the practice,
5. reduce time to collect and process data,
6. reduce admin time and increase billable hours,
7. allow customisation of the software,
8. ensure compliance, and
9. bridge operational gaps within the company.



“I believe bilabl offers a very high value for money, especially for companies where multiple services are provided to hundreds of clients. bilabl not only collects the data at one place but also reduces the admin tasks and provide a visualisation of data that enable us to take action, in almost real time, as and when needed.”

**Rizwan Khan**  
*Managing Partner*  
*Acclime Vietnam*

## **bilabl’s Solutions**

### **Onboarding and Results**

Acclime Vietnam decided that bilabl a Practice Management Software (PMS) could help address several challenges that were impacting their efficiency and overall performance.

The teams of Acclime and bilabl worked together to onboard the team and make the software suitable for the three offices Acclime has. In bilabl the performance for each office can be shown, but also combine the three.

### **Visualisation of Data**

The biggest change is the visualisation of the data. At one glance (on a dashboard), it is possible to see the performance of the teams, billing records and other critical information that need to be monitored. It is possible to track the performance of the whole company down to a single team member. Tracking the billing and collection history for each client is also a great feature.

### **Cash Cycle Improvement**

The cash cycle has significantly improved. Due to the visibility of data, the performance could be monitored in real-time and showed trends. Appropriate actions can be taken where and when needed.

### **Increased Efficiency and Productivity**

Timesheet management is easier and faster. The same applies to cross checking the billing and other administrative matters. Also, bilabl helped to manage the whole practice within one portal and manual processing has been reduce to almost zero.

### **Customisation**

The standard version of bilabl met most of the requirements, but some additional features were needed due to the unique business model. Customisation is one of the most important parts of any software solution and bilabl is no exception. The team at bilabl always responded on time and implemented the requested features at a reasonable price tag.



### Use of Software

bilabl is intuitive, the UI and UX are one of the best Acclime has used in any PMS solution. For the entire team, it makes their lives much easier.

## About bilabl

### Our Company

bilabl is passionately product-led. We are addressing the under-served needs of SMEs for cutting-edge, high-impact, Practice Management Software.

### Our Team

Our co-founders are professional service practitioners and business builders. Our insights offer bilabl clients a true growth partnership, founded in trust, experience and technology.

### Our Product

Driven by comprehensive analytics bilabl has market-leading functions, offers a great user experience and delivers incredible value to our target market.

### Our Vision

Pioneering the transformation of legal practice management, our vision is to empower law firms with a cutting-edge practice management solution. We strive to be the catalyst for their growth by providing advanced analytics and streamlining efficiency.

### Our Mission

At bilabl our mission is to revolutionise practice management by delivering an innovative, SaaS-based system that amplifies growth and reduces resource friction for our clients. We are dedicated to providing next-gen, intuitive analytics that empower users, enabling them to make data-driven decisions and achieve unparalleled success in their practice.

**Book a Live Demo**  
to see how bilabl transforms your firm

Contact us here and we can explain everything:

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