



COMPANY **PROFILE**

www.sapphiredigitalaccounting.com.au

Your Strategic Partner for **Smarter Outsourcing**

Sapphire Digital Accounting is an Australia-based outsourcing firm helping local accounting practices scale efficiently with high-quality, technology-driven support. With over 15 years of experience, we've empowered hundreds of firms to reduce costs, streamline operations, and deliver more value to their clients—without sacrificing control or quality.

We are proudly headquartered in Melbourne and part of Sapphire Global, a well-established international outsourcing group with operations in Australia, the UK, and India. Our global infrastructure is backed by deep domain expertise and a commitment to process-driven delivery—ensuring consistent, accurate, and fully compliant outcomes every time.

Whether you're a solo accountant or a mid-sized practice, we act as an extension of your team—bringing the people, processes, and platforms that help you scale smarter and grow faster.

With ISO 27001 & ISO 9001 certifications, AI-powered tools like our Review Assistant and Mail Mate, and our user-friendly Sapphire Client Portal, we deliver on our promise of secure, efficient, and transparent service—every time.

At Sapphire, outsourcing is more than a service. It's your strategy for growth.

Our Mission

To empower Australian accounting firms with high-quality, secure, and scalable outsourcing solutions—enabling them to grow sustainably while staying compliant, accurate, and efficient.

Our Vision

To be Australia's most respected and forward-thinking provider of outsourced accounting solutions—driven by technology, trusted by professionals, and focused on measurable client success.

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What we do

Comprehensive Outsourced Accounting Services for Australian Firms

At Sapphire Digital Accounting, we support accounting firms across Australia with secure, scalable, and expert-led outsourcing solutions. Our services are designed to reduce your internal workload, improve turnaround times, and help your firm grow—without compromising quality or compliance.



Bookkeeping & Record Management

We deliver accurate and timely bookkeeping services to keep your clients' records up to date and fully compliant with ATO standards. From bank reconciliations and ledger maintenance to invoicing and transaction tracking, we handle the day-to-day bookkeeping so your team can focus on advisory work.



Financial Accounts Preparation

Our team assists in preparing end-of-year financial statements with precision and care. We handle everything from journal adjustments and general ledger reviews to variance analysis and financial statement drafting—ensuring your reports are accurate, compliant and ready on time.



Payroll Services

We manage complete payroll operations including weekly, fortnightly, or monthly pay runs, leave tracking, termination pay, and year-end summaries. Our payroll experts ensure accurate calculations and on-time submissions while keeping you fully compliant with Australian regulations.



GST & BAS Return Services

We prepare and lodge monthly, quarterly, or half-yearly GST and BAS returns with complete reconciliation and compliance support. Our process ensures accurate reporting, timely submissions, and reduced risk of ATO penalties—freeing up your firm for strategic tasks.



Tax Return Preparation

From personal to corporate tax returns, our experienced team prepares and files accurate, compliant returns on your behalf. We help your firm reduce admin pressure during tax season while delivering timely submissions and maximising allowable deductions.



Management Accounts

We produce tailored monthly or quarterly management reports that provide valuable insights into business performance. These reports help your clients make informed decisions, while your team can rely on our accurate journal postings and reconciliations.



Financial Reporting & Analysis

Our financial reporting services convert raw data into clear, actionable insights. We offer customised reporting formats and expert analysis to help your firm deliver meaningful business advice backed by accurate numbers.



Audit Services

We assist Australian accounting firms with reliable, compliant, and efficient audit support. Our qualified team prepares working papers, performs substantive testing, and conducts analytical reviews to ensure every engagement meets AASB and Australian Auditing Standards. With ISO-certified processes and secure delivery, we help you maintain accuracy and client confidence.



SMSF Compliance Services

We manage the full spectrum of SMSF administration—from member statements and BAS lodgments to annual tax returns and audit support. Our process ensures every fund remains compliant with ATO requirements while reducing your team's workload.



Back-Office Support

Our virtual back-office services cover routine admin tasks such as data entry, file setup, document formatting, and compliance checks. This allows your internal team to stay focused on client-facing work while we handle the operational load behind the scenes.



Management

Experienced. Strategic. Future-Focused.

At Sapphire Digital Accounting, our leadership team combines decades of global accounting expertise with a forward-thinking mindset. United by a shared commitment to quality, innovation and integrity, our directors lead with purpose—insuring every client receives exceptional service and measurable value.

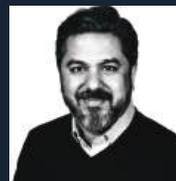
Our leadership drives the company's mission to deliver smarter, scalable accounting solutions tailored to the needs of Australian firms. With strong credentials, deep industry insight, and ISO-aligned operational excellence, the team ensures our delivery is consistent, secure and always client-focused.



Kawitansh (Kevin) Khanna

Founder & Group Director
B.Sc, FCA, ISA, FIAB

Kevin Khanna is the Founder of Sapphire Global and a seasoned Chartered Accountant with over 30 years of professional experience. A specialist in accounting transformation & outsourcing strategy, Kevin established Sapphire in 2004 to offer high-quality, technology-led accounting services to firms in the UK and Australia. With additional qualifications in Information Systems Audit and global affiliations, Kevin leads the India delivery centre and oversees quality assurance, infrastructure and compliance across all locations.



Vivek Sood

Director, Australia
CPA (Australia)

Based in Melbourne, Vivek Sood brings over 16 years of experience in public practice and business consulting. As a Certified Practising Accountant, he has extensive expertise in Australian tax law, compliance, and accounting systems. Vivek leads Sapphire's Australian operations, working closely with clients to implement customised outsourcing solutions that drive efficiency, reduce costs, and support firm-wide transformation.



Gaurav Goyal

Executive Director
FCA, B.Com

Gaurav Goyal is a qualified Chartered Accountant with over 18 years of experience in UK accounting, VAT compliance, and management reporting. At Sapphire, Gaurav plays a key role in overseeing service delivery and operational execution, ensuring each engagement meets client timelines and compliance requirements. His hands-on leadership and technical acumen ensure smooth service delivery across accounting, taxation, and financial reporting.



Shailen Saggarr

Director of Operations-UK & Global Delivery
FCA, B.Com, ADIBS (London)

Shailen Saggarr leads Sapphire's UK-facing operations and global delivery initiatives. A Chartered Accountant with international experience and a postgraduate diploma in business studies from London, Shailen brings a strong understanding of cross-border accounting workflows. He focuses on team training, process standardisation, and client relationship management—helping ensure Sapphire's services remain consistent, scalable, and high-quality.

Leadership with Purpose

Together, our directors embody the core values that define Sapphire Digital Accounting: Integrity, Innovation, and Impact.

They continue to guide our teams and clients through a changing accounting landscape—delivering smarter outcomes and sustainable growth for firms across Australia.



Why Sapphire

Smarter Accounting. Scalable Growth. Trusted Expertise.

At Sapphire Digital Accounting, we're more than just an outsourcing provider—we're your strategic partner in smarter, scalable growth. We empower Australian accounting firms to reclaim time, reduce overheads, and expand capacity with confidence through tailored outsourcing solutions.

With over 15 years of experience, we combine deep industry knowledge, ISO-certified security, and cutting-edge AI tools to streamline workflows and enhance service delivery. Whether you're a solo practitioner or managing a growing firm, we provide the people, processes, and technology to help you thrive—without the burden of hiring in-house.



Save Up to 50% on Accounting Costs

Reduce overhead with flexible pricing models—without compromising on quality or control.



ISO-Certified Security & Quality

Fully compliant with ISO 27001 and ISO 9001 standards, ensuring your data stays secure and your work meets the highest standards.



AI-Powered Accuracy

Enhance precision and speed with our proprietary AI tools, including our Review Assistant and Mail Mate, designed to cut down manual tasks and reduce rework.



Seamless Tech Integration

We work within your systems—Xero, MYOB, QuickBooks, and more—to integrate smoothly into your workflow.



Scalable, On-Demand Support

Flex your capacity up or down as needed. Our global infrastructure allows you to respond to demand—without long-term commitments.



Fast Turnarounds, Always

Stay ahead of client deadlines with our streamlined processes and efficient global delivery model.



Dedicated Account Management

Every client is supported by a dedicated account manager to ensure proactive communication, clear updates, and on-track delivery.



Built for Australian Firms

Our solutions are purpose-built to support Australian compliance, ATO requirements and professional standards.

The Sapphire Advantage

- 15+ Years of Proven Experience
- AI-enhanced workflows to boost productivity
- Fully ISO-certified for security and quality
- Transparent communication and expert
- Secure, user-friendly Sapphire Client Portal



Book your Free Consultation Today

Outsource with Confidence. Grow with Certainty.

Partner with Sapphire Digital Accounting and discover a better way to scale.

Contact us at:

info@sapphiredigitalaccounting.com.au

AI-Powered Tools

Smarter Reviews. Sharper Communication. Scalable Growth.

At Sapphire Digital Accounting, we blend decades of accounting expertise with next-generation technology to help Australian accounting firms operate smarter. Through our secure automation platform—Sapphire Hub—we offer intelligent tools designed to streamline reviews, reduce manual workload, and enhance client communication.

AI Review Assistant :

Advanced Review Automation for Accuracy & Compliance

The AI Review Assistant is built to ensure that your accounting outputs are accurate, compliant, and ready for final review—before a manager even steps in. It performs intelligent checks across multiple layers of financial reporting, helping your team identify issues early and reduce rework.

Key Modules Include:

Smart Taxvis

Instantly generates exception reports from working papers.

- Cross-checks control accounts and calculations
- Flags inconsistencies and missing entries
- Enables pre-review self-assessment

Year-End Pro

Validates year-end financials with precision.

- Checks P&L, Balance Sheet accuracy & alignment
- Ensures structured year-end schedules meet compliance
- Supports audit readiness

Ledger IQ

Automates ledger checks in Xero and QuickBooks.

- Reviews nominal ledgers against logic rules
- Highlights exceptions to ensure clean submissions

Insight X

Transforms financial data into insights.

- Generates custom dashboards and visual reports
- Supports trend analysis and year-over-year comparisons

Mail Mate

AI Email Assistant for Efficient Communication

Mail Mate simplifies day-to-day communication by helping your team draft clear, structured, and professional emails in seconds. Whether responding to client queries or sharing internal updates, Mail Mate ensures your tone stays consistent, polished and on brand.

Key Benefits:

- Speeds up routine email drafting
- Offers tone adjustments and formatting suggestions
- Saves time while enhancing message quality

Why Sapphire AI Tools Add Value to Your Firm



Faster review & approval workflows



Fewer manual errors & reduced rework



Improved compliance & audit preparation



Data-driven insights for better decision-making



Increased productivity and communication consistency

Sapphire Hub's AI-powered tools are designed to elevate your firm's efficiency without adding to your overhead—giving you the edge in a competitive accounting landscape.

Let us show you how intelligent automation can power your growth.

info@sapphiredigitalaccounting.com.au

Client Portal Overview

Secure Collaboration Meets Seamless Delivery

At Sapphire Digital Accounting, we understand that transparency, communication, and control are essential to a successful outsourcing partnership. That's why we offer the Sapphire Client Portal—a secure, intuitive platform that gives accounting firms full visibility over their outsourced work, 24/7. Built specifically for Australian accounting practices, the portal centralises all communication, task tracking, document exchange, and performance reporting in one easy-to-use dashboard.

Key Features & Benefits:

1 Real-Time Job Dashboard

View all ongoing jobs at a glance. Track statuses, monitor workloads, and access individual task updates—all in one place.

2 Live Job Status Tracking

Eliminate the need for email follow-ups. Track every task as it moves from Pending to In Progress, Under Query & Completed, with automated status updates.

3 Inbox & Outbox Management

Manage incoming and outgoing work efficiently with timestamped job logs and downloadable records—ideal for audit trails and team collaboration.

4 TAT & SLA Reporting

Monitor turnaround times (TAT) and service-level adherence with live performance metrics—helping you plan and manage workflows proactively.

5 Addon Reports & Query Logs

Access a full log of clarifications, instructions, and back-and-forth queries for each job—ensuring accountability & improving audit-readiness.

6 Sub-User Access Management

Add team members, assign user roles, and manage access rights to ensure secure collaboration across your practice.

7 Secure File Uploads

Safely upload and download files in common formats (PDF, Excel, Word, etc.) using encrypted, drag-and-drop functionality.

8 Custom Password Management

Change passwords independently and control user credentials—no IT support required, ensuring secure and flexible access at all times.

Designed for Accountants. Built for Efficiency

The Sapphire Client Portal empowers your firm with better visibility, faster turnaround & organised, secure document handling—making outsourced accounting services feel like an extension of your own practice.



Work Process

Efficient. Transparent. Built Around You.

At Sapphire Digital Accounting, our work process is designed to integrate seamlessly with your practice. Whether you're a growing accounting firm or an established practice, our goal is to support your back office like an extension of your team—with speed, accuracy, and complete visibility.

Initial Consultation & Discovery

We begin with a comprehensive discussion to understand your firm's goals, current systems, pain points, and expectations. This step sets the foundation for a solution that truly fits your practice.

- Understand scope of work, software used, team structure
- Identify gaps or inefficiencies in the current process
- Finalise communication protocols and document checklists

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Process Evaluation & Solution Mapping

Our experts evaluate your workflows, IT environment, and client service models. We recommend the best delivery model (Portal, VPN, Cloud) and structure our approach around your preferred systems.

- IT and data flow assessment
- Delivery timelines and responsibilities mapped
- Access setup and data protection protocols verified

Custom Proposal & Engagement Agreement

We prepare a tailored proposal clearly outlining:

- Scope of services (bookkeeping, GST/BAS, tax returns, etc.)
- Chosen delivery method and security controls
- Reporting timelines and pricing
- Service Level Agreement (SLA) and escalation matrix

After approval, we initiate onboarding.

3

4

Trial Run & Workflow Calibration

We begin with sample projects to validate the process and align expectations. This stage ensures quality assurance, eliminates ambiguity, and helps you experience our workflow first-hand.

- Trial job delivered using your nominated software
- Client reviews and feedback collected
- Adjustments made to streamline collaboration

Full-Scale Delivery & Live Operations

We move to full operations and begin processing work as per the agreed schedule. You get real-time visibility on job status, query resolution, and final outputs.

- Data received via agreed delivery model
- Work completed and reviewed by QA team
- Final reports delivered back on time

5

6

Ongoing Support, Feedback & Refinement

Your dedicated account manager is always available for support. We believe in continuous improvement, so we regularly review processes, turnaround times and service quality.

- Monthly/quarterly performance reviews
- Regular process updates or refinements
- Timely communication of queries or updates

Our Delivery Models

Flexible. Secure. Tailored to Fit Your Workflow.

1 Sapphire Secure Portal (Scan & Upload Model)

Ideal for firms that prefer sending scanned or PDF documents.

How it Works:

- You scan & upload documents (invoices, bank statements, payroll data, etc.) to our encrypted client portal using a personalised login.
- Our team securely accesses your files, processes them using your preferred software, and prepares the required outputs.
- Final files and reports are uploaded back to the portal, with automated notifications sent to your team.

2 Remote Desktop / VPN Access (On-Premise Model)

Perfect for firms that want us to work directly on their systems.

How it Works:

- You provide us with secure remote desktop or VPN access to your in-house server or system.
- Our team logs into your environment and works directly on your local or desktop-based accounting software.
- All final files are saved in designated folders as instructed by your team.

3 Cloud-Based Accounting Access (Real-Time Collaboration Model)

Designed for firms using cloud-based software like Xero, QuickBooks Online, or MYOB.

How it Works:

- You create a user login or vendor access for our team on your cloud platform.
- We operate just like your in-house staff—processing data, reconciling accounts and generating reports directly on your live system.
- You can review or collaborate in real-time, with no need for back-and-forth file exchange.

Sapphire Digital Accounting

Work Process Flow

Partner Firm Shares Work Brief & Source Data

- Data provided via secure portal, cloud software, or VPN
- Checklist-based submission (invoices, bank feeds, payroll, etc.)

Sapphire Logs In & Acknowledges Receipt

- Access via portal, cloud login, or RDP/VPN
- Confirmation sent to Partner Firm on data receipt

Document Review, Initial Verification & Pendency Sheet

- Review of completeness and clarity of documents
- Flagging of any missing or unclear items

Job Scope Breakdown & Time Budgeting

- Detailed steps listed for processing the job
- Estimated turnaround time and budgeted hours shared
- Awaiting approval from Partner Firm before proceeding

Processing & Bookkeeping /Accounting Tasks

- Data entry, reconciliation, compliance, or reporting as per scope
- Work completed on firm-nominated software (Xero, QBO, MYOB, etc.)

Queries Raised for Clarification (if needed)

- Accounting questions sent to Partner Firm with clear reference
- Tasks paused until responses are received

Partner Firm Responds to Queries

- Responses provided via email or portal
- Sapphire resumes processing based on inputs

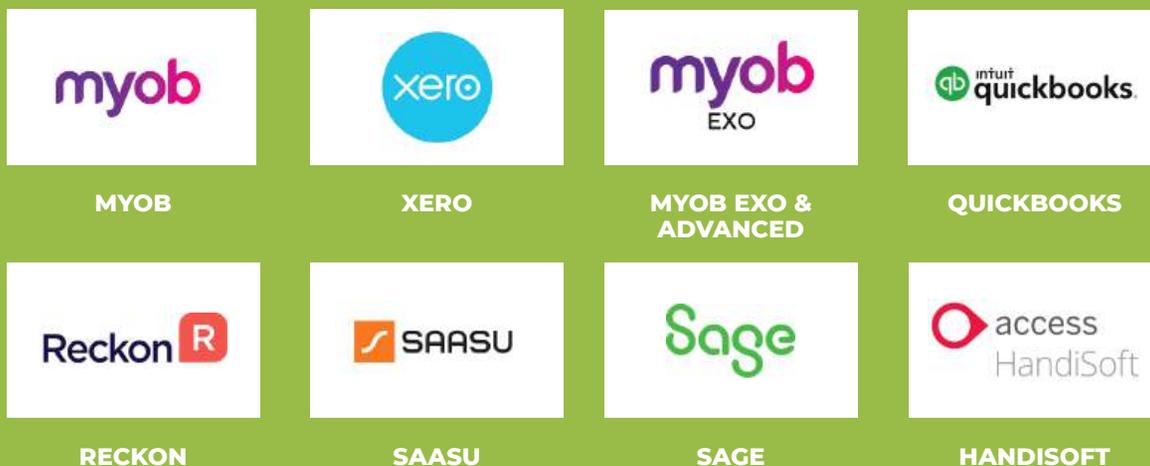
Final Review & Draft Reports Prepared

- Internal QC checks
- Draft reports prepared for Partner Firm's review (e.g., GST/BAS, Final Accounts)

Review & Finalisation

- Partner Firm reviews and approves draft output
- Finalised files uploaded or saved to designated location

Softwares



Turnaround Time

At Sapphire Digital Accounting, we understand the importance of timely delivery for your practice. Our turnaround times are structured to balance quality, efficiency, and responsiveness—ensuring that your work is processed accurately and within committed timelines.

We begin working on most assignments by the next working day following the **receipt of complete information**. In case of incomplete data, missing documents, or pending client responses, processing timelines may be adjusted accordingly. We also offer **priority handling** for urgent requests, allocating additional resources when necessary.

Our standard turnaround times are as follows:

- **GST Returns:** 1–3 working days
- **Bookkeeping:** 3–5 working days
- **BAS Returns:** 3–5 working days
- **Annual Accounts Production:** 5–7 working days
- **Business/Personal Tax:** 1–2 working days

All timelines are measured from the date we receive full, actionable information required to perform the work. Our dedicated teams and automated workflows ensure consistency, speed, and visibility—helping your practice stay compliant and efficient.

Security Systems & Policies

Protecting Your Data with World-Class Controls

At Sapphire Digital Accounting, the security and confidentiality of client data is central to everything we do. We follow robust, documented policies and conduct regular IT security audits to maintain a secure, compliant environment. Our security framework covers physical, employee, network, and data protection to safeguard all aspects of service delivery.



Physical Security

- Access-controlled entry to office premises & work areas
- Individual desktop access restricted by user credentials
- CCTV surveillance 24/7 across all facilities
- ID cards to monitor staff movement
- Mobile phone usage restricted in secure zones

Employee Security

- Background checks and identity verification at onboarding
- Confidentiality and service agreements signed by all staff
- Strict enforcement of IT usage and conduct policies

Network & Data Security

- Sophos hardware firewall and secure routers (D-Link/Netgear)
- Dual-layer firewall architecture invisible to the public internet
- AWS-hosted job portal for secure, reliable cloud access
- Antivirus protection and proactive patch management
- Endpoint Vulnerability Management for all systems
- USB/CD drives disabled; file downloads monitored and scanned
- Daily encrypted backups ensure full disaster recovery capability
- User-specific data access based on job roles
- Application/database access controlled by permissions
- Use of strong, regularly updated passwords; password manager encouraged
- Continuous monitoring of email, internet, and system usage
- No unauthorized software downloads or website access without IT approval

Testimonials



S&S AUSTRALIA PTY LTD

Sapphire outsourced services have provided us a cost-effective solution to our staffing issues. They have a very professional approach to work which reflects in the quality output we get back. I would happily recommend Sapphire outsourcing services for accounting firms.

ASVS SERVICES PTY LTD

I was a bit worried to start outsourcing initially but Vivek's reassurance helped us a lot. We are very glad to have taken that leap of faith and it has also proven to be one of our great decisions. Sapphire have become part of our team now and has helped us to grow our top & bottom lines. Highly recommended.



SYDNEY, AUSTRALIA

We had used outsourcing services earlier but stopped due to communication issues. We were a bit apprehensive this time but found Sapphire's team very good in this regard. The emails are written concisely & the team has good and acceptable verbal skills too. The quality of the work is excellent and we have got no reasons to complain. We have reaped multiple benefits of outsourcing top of it being freeing up of management time.

Melbourne, Australia

One of my colleagues introduced me to Vivek, and after our initial meeting, I was confident that his team could handle my compliance work. In just a year, Sapphire has become a trusted partner, helping us manage workloads and supporting our growth.



Brisbane, Australia

Vivek and his team have been excellent to work with. Their work is of high quality, and the turnaround time is impressive. I'm glad I chose Sapphire for outsourcing and look forward to continuing our partnership.

Client Success Story

Empowering a Melbourne Accounting Firm with Scalable Outsourcing



Overview

- **Client:** Mid-sized Accounting Firm, Central Melbourne
- **Industry:** Accounting & Compliance Services
- **Client Base:** 300+ Clients
- **Engagement Start:** 2015
- **Service:** Ongoing Accounts Outsourcing Partnership

The Challenge

A well-established Melbourne-based firm, known for delivering high-quality compliance services, was facing mounting pressure as its client base expanded. With a lean internal team, the firm struggled to manage growing workloads—especially during peak statutory periods. Previous attempts to recruit locally were costly and unsuccessful, increasing the risk of service delays and reduced client satisfaction.

Our Solution

Sapphire Digital Accounting partnered with the firm through a trusted referral. We implemented a tailored outsourcing model that aligned with their workflow and compliance requirements:

- **Secure remote desktop access** for final accounts processing
- **Initial processing completed offline** by our experienced team
- **VPN-based access** for real-time collaboration and finalisation
- **Consistent monthly workflows** of 8–10 jobs managed via the Sapphire Client Portal
- **Client-reviewed deliverables** to ensure full transparency and control

Our flexible engagement allowed the client to maintain oversight while offloading operational pressure.

The Results

Tangible Outcomes

- *100+ hours of monthly workload seamlessly transferred to Sapphire*
- *100% statutory deadlines met without internal staffing changes*
- *Enhanced operational efficiency without the cost of recruitment*

Intangible Benefits

- *Reduced stress and workload during peak compliance periods*
- *Greater internal focus on client relationships and advisory services*
- *Renewed trust in outsourcing due to consistent quality and secure delivery*



We truly couldn't have met our financial year-end deadlines without your support. Your attention to detail and ability to correct previous issues made a real difference. Thank you to the entire team.

Security & Compliance at the Core

We ensured all work was handled under strict data protection standards:

- **ISO 27001:2013 Certified** – Information Security
- **GDPR-Compliant Frameworks**
- **Secure Cloud Infrastructure** with enterprise-grade VPN and firewall protection

Key Takeaways

- Trusted referrals drive strong, lasting partnerships
- Transparent onboarding accelerates efficiency
- Scalable outsourcing removes recruitment dependency
- Flexible delivery models grow with client needs

Conclusion

This success story reflects how Sapphire Digital Accounting helped a growing firm maintain high-quality service and client satisfaction—without increasing overheads. Our secure, scalable outsourcing model continues to support accounting practices across Australia in working smarter, faster, and more confidently.





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