



Balance in accounts: Accace automates financial governance with Microsoft Power Platform

Accace stands for “accounting ace” and showcases the company’s early yet ever-present ambition to become the ace on the market. Living up to its name, it has grown from a small Slovakian accounting firm to a global giant serving more than 15,000 clients spread over four continents. Accace’s forward-thinking vision led the team to partner with HandyBot and implement Microsoft Power Automate, unlocking the potential of robotic process automation (RPA). Accace is now equipped to be more competitive and deliver great value not just to its clients, but also to its employees and partners.

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[Accace](#)

Country: Slovakia

Industry: Financial Services

Customer size: Medium (50 - 999 employees)

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Starting from a small team of 34 employees 10 years ago in Slovakia, Accace has found ways to constantly innovate its offerings and grow its customer base in 24 countries. It now covers more than 50 jurisdictions with nearly 2,500 professionals providing business process outsourcing (BPO), accounting, and advisory services to thousands of clients.

In an industry often mislabeled as traditional and old-fashioned, Accace is swift to challenge the stereotype. "Many people think accounting services are limited to simple and repetitive tasks, but that doesn't sound appealing to our professionals who have invested years in their education and training," affirms Jana Vasilenková, Managing Director at Accace Czech Republic. "To motivate our people and help them grow, we empower them to focus on added-value work instead."

For years, Accace's business strategy has been to minimize manual tasks: it began with tools to assist the invoicing processes. "At first, we weren't very advanced in our use of technology," recalls Vasilenková. "But every company must grow or risk fading away. There's no middle ground. To ensure growth, we looked to eliminate more of these unproductive tasks."

Hello HandyBot, goodbye manual tasks

Accace's transformation took shape in 2019 when Vasilenková first discovered HandyBot—a company that helps companies implement robotic process automation (RPA) software targeted at handling manual, repetitive tasks. "HandyBot understood our business. I saw how RPA could benefit Accace," shares Vasilenková.

Choosing the right automation tool was the next major step. "Given Microsoft's prominent role in the industry, our decision to opt for the Microsoft Power Platform was pragmatic," she says. With Microsoft Power Automate, Accace was able to streamline tasks that traditionally ate up much of its team's time. "One aspect of Microsoft Power Platform I truly appreciate is its accessibility. We don't need to be tech experts or programmers to grasp and use it," adds Vasilenková. Additionally, Accace was already using Microsoft 365, so it was easy to integrate the new software and tools.



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Accace benefits from 30 automated processes, ranging from communication, through compilation of tax forms, to submitting statements. One of them has been developed to streamline communication with state authorities.

Typically, Accace's accounting and payroll team had to prepare and send regular reports and documents to the government via portals or emails. The workflow was often unpredictable, as sudden high-demand periods could catch the team off-guard. "This created tension because we would have to urge teams to submit their work earlier," describes Vasilenková. "Now, we've almost automated the whole process with RPA—we simply store the prepared documents in a designated location and let RPA handle the rest. That means the back office no longer needs to be involved and they have more time for other tasks."

Automated workflows, upskilled employees

HandyBot supported Accace throughout the implementation and helped foster a structured thought process for automation. "Initially, managers brimmed with countless ideas and formed some kind of automation wishlist. But as we delved deeper into the use of RPA, we realized its true potential and boundaries. HandyBot was instrumental in guiding us through this," says Vasilenková.

For example, early on in its RPA journey, Accace together with HandyBot held a workshop to educate its accounting and payroll teams about RPA benefits. "In retrospect, this was a crucial step. Over the years, I've come to realize that only those closely involved in processes can best identify automation opportunities," notes Vasilenková. For HandyBot's Chief Technology Officer Michal Kříž, it was crucial to empower managers. "Managers often needed to outsource routine tasks involving sensitive data. By enabling manager programming, we were able to increase efficiency and independence," says Kříž.

Thanks to its early learnings, Accace made sure to retain operational knowledge of RPA and empowered its employees and managers to upskill in RPA. This, in turn, allowed them to make the best use of the new technology and continue to bring new ideas for improvements.

Empowered for more meaningful tasks

With Power Platform, Accace realized savings in time and resources. "Moreover, we noticed the business team's workload decreased by 30 percent. With RPA, we didn't just reduce the processing time, but also time spent on additional checks and controls, decreasing communication errors to almost zero."

Accace was able to level the workload among teams. "Since we freed up some time in the back office with RPA, we were able to transfer some tasks from the accounting and payroll team to the back office, such as handling daily communication with banks or loading client payment orders," says Vasilenková.

This shift was crucial for Accace to elevate the work experience and increase productivity. "We offer employees more meaningful work that aids their learning and development. We also increased our flexibility. Since the RPA can function 24/7, we have a broader time window for task completion, which wouldn't be possible with a purely human-centric approach," Vasilenková adds.



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Connected teams, connected minds

Accace's experience with RPA shifted its organizational structure and approach to technology. "Our teams were sometimes seen as traditional. This might hold a sliver of truth, but for good reason. It's because precision is paramount in our line of business. We handle our clients' sensitive data, and thus we must be acutely conscious of data quality management. But during the RPA implementation, we realized the need to emphasize building digital and technological competence across all our service lines," states Vasilenkova. After the successful implementation of RPA in accounting and payroll service

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lines in the Czech Republic, Accace implemented and built RPA competence in the tax area and across all its branches in all countries.

Accace underwent a significant restructuring, streamlining its traditionally siloed service lines to ensure more efficient communication and project management across teams. "We had to learn how to manage implementations, budgeting, decision-making on automation, and gauging returns on investments. Currently, we handle multiple projects simultaneously. Thanks to our experience with Power Platform, we're better equipped to manage them and are more informed about the expectations regarding costs, timelines, and resources," rejoices Vasilenkova.

Moreover, Accace's centralized operations now offer clearer insights into processes, promoting efficiency. "Having clearer insights helps in error detection and mitigation. A significant portion of our senior members' daily tasks involves monitoring the execution of tasks. With central management, we not only save time, but also perform all checks more effectively," Vasilenková observes.



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Accace's forward-thinking vision is evident and its future plans are already in motion. With an entire landscape being reshaped by technologies like artificial intelligence (AI), Accace is confident in its future, "We've gained valuable experience in effectively using and implementing technology solutions. We're equipped to navigate these changes, remaining competitive and delivering great value not just to our clients, but also to our employees and partners," concludes Vasilenková.

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Partner



[HandyBot](#) is a software company that helps its clients replace routine computer tasks with efficient robots that handle mundane work for them, allowing its clients to focus on specialized tasks.

Products and services

Power Automate
Power Platform

Industry:

Banking & Capital Markets

Customer size:

Medium (50 - 999 employees)

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