



## CASE STUDY

## Complete Health Chiropractic

### ABOUT COMPLETE HEALTH CHIROPRACTIC

Complete Health Chiropractic is an award-winning chiropractic centre that is dedicated to enhancing the health and lives of all generations.

We have been serving the North Shore community since 1999 and provide our services in a modern office with a friendly, welcoming environment that people love to visit.

As an award-winning chiropractic centre serving the North Shore community since 1999, Complete Health Chiropractic (CHC) wanted to expand its operations whilst continuing to provide its clients with the best possible service. However, rising bookkeeping demands prevented the business from achieving its full potential.

“As a growing small business, we needed to delegate the bookkeeping work,” said Dr. Kim Lie Jom, Chatswood Chiropractor and Director of Complete Health Chiropractic. “We wanted to continue to grow but needed to delegate certain business parameters, which would grant us the freedom to focus on development.”

With this objective set, CHC turned to a trusted provider of outsourced bookkeeping services in Sydney; they selected Numeric Eight. Together, the two developed a game plan that would help Complete Health Chiropractic reach new heights.

### THE CHALLENGE

Complete Health Chiropractic’s main priority was simple: continue providing clients with a friendly, welcoming environment that people loved to visit to achieve their health goals. Of course, this meant there was little time left to focus on bookkeeping responsibilities.



*“Numeric Eight streamlines our bookkeeping and allows us to focus on growing Complete Health Chiropractic. Trudi also helps set financial goals and budgets, keeping us accountable for completing the tasks needed to grow our business. As a result, we were able to employ two new chiropractors, a massage therapist, and two part-time receptionists.”*

**Dr. Kim Lie Jom**  
Complete Health Chiropractic

“We would do our bookkeeping by ourselves; it would be done after hours, usually at home and during family time,” said Dr. Kim. “It was particularly challenging when we had three kids, all under four years old. The lines between work and home became blurred, and we felt we couldn’t dedicate 100% to either endeavour. So, Numeric Eight was employed to help us separate the two and free up more time that we could spend on both priorities.”

With these main concerns in mind, Trudi and the Numeric Eight team got to work creating a system that would relieve CHC’s burdens, streamline its bookkeeping, and grant its leaders more free time — in both their professional and personal lives.

## THE SOLUTION

Numeric Eight’s plan of action involved various improvements tailored for Complete Health Chiropractic’s unique needs. To maintain the company’s focus on providing excellent customer service, Numeric Eight takes care of a wide range of bookkeeping and finance function responsibilities, including budget and cashflow forecasting, profit and loss reporting, payroll services, data entry and reconciliations, and BAS submissions, so that Dr. Kim and his colleagues avoid distractions and better serve their patients.

“Since beginning with Numeric Eight, there has been a definite shift in priorities,” said Dr. Kim. “Numeric Eight streamlined our bookkeeping and allowed us to focus on our business. More importantly, we no longer have to spend our after-work hours focusing on bookkeeping, which means we get to spend more time with the kids instead.”

## THE RESULT

Thanks to the guidance and practical improvements provided by Numeric Eight, Complete Health Chiropractic’s capabilities have drastically improved. As a result, the business has more time and energy to expand its

services, improve its quality, and remain one of the most trusted health providers in North Shore.

“What started as bookkeeping has turned into long-term business development,” said Dr. Kim. “Trudi helps set financial goals and budgets, keeping us accountable for completing the tasks needed to grow CHC. As a result, we were able to employ two new chiropractors, a massage therapist, and two part-time receptionists.”

Numeric Eight’s financial expertise also came in handy during a particularly challenging time for CHC: the COVID-19 pandemic.

“The work done by Trudi and Rachel was invaluable in keeping us abreast of what we were entitled to through government assistance. They answered all of our questions and helped us receive the relevant assistance,” said Dr. Kim. “It was quite a minefield of information, but we could leave it all to Numeric Eight, who did a wonderful job. We are very grateful for their service during that period.”

If you’re struggling to keep on top of your bookkeeping, or if you want to free up more time to focus on your business, Numeric Eight can help. Contact us today to learn more about our services and how we can streamline your bookkeeping processes.

## PARTNER WITH NUMERIC EIGHT TODAY

Our dedicated team can confidently look after all your bookkeeping and finance function needs or just a component of it. Get in touch to find out what we can do for you.

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