

Spark Flow Grow

# Case Studies & Testimonials

Outsource your admin, bookkeeping, project management, and operations, to an expert with a track-record of success.

## The Unmistakables

# Helping an Award-Winning Agency

The Unmistakables mission is to help organisations navigate their way through diversity & inclusion.

As a fast-growth agency, The Unmistakables need support managing the mission-critical tasks which keep the business running like clockwork.

The Unmistakeables have been short-listed by Oystercatchers, The Drum and Campaign, whilst also being featured on the IPA's 'iList' for industry trailblazers.



## The Unmistakable's Goals

Growth, new clients, and helping industries navigate through diversity and inclusion.

As an agency with ambitious goals, it's important for The Unmistakables to have the free-time and space to focus on the bigger picture.

- Win new clients across multiple industries
- Deliver world-class work to these clients
- Empower diversity and inclusion in the business world

## What We Do

For The Unmistakables, we manage all of the operations and back-office tasks which slow businesses down. We keep our eyes and ears on the heartbeat of the business.

1. Managing end-to-end invoicing and payments
2. Managing procurement activities for the business
3. Creating time for the team to focus on the mission
4. Managing the critical admin around project management
5. Creating reports for all client servicing e.g. under/over

**“Having Ocean as our business sidekick has given me the headspace I need”**

#### The Results

Since working with The Unmistakables, we've helped to streamline processes, provide more visibility on the businesses financial health, and saved the team countless hours of admin.

The Unmistakables can focus on doing what they do best, knowing that their business operations and business administration is in safe hands.

## The Merit Club

# Socially Inclusive Lifestyle Club

The Merit Club is a socially inclusive club for females, running community-driven in-person and online events.

We help Krisztina, The Merit Club's founder, take care of the business' operations and process management.

As a business which partners with London's exclusive network of private members clubs, it's important that The Merit Club runs effortlessly and flawlessly.



### Kriztina's Goals

Administration, business operations, and member management, was preventing Krisztina from growing her business.

She needed someone to focus on the day-to-day operations, so she could focus on leadership.

- Have a virtual business manager take care of operations
- Spend more time growing her business vs. running it
- Peace of mind knowing her members are looked after

### What We Do

Business processes, personal calendaring, and inbox management, allow Krisztina to move from busy to productive. We look after the bulk of The Merit Club's operations.

1. Managing and creating streamlined business processes
2. Managing key business partnerships and relationships
3. Managing online and offline events, including promotion
4. Inbox management and calendaring for operations team
5. Working with Krisztina to iterate on new opportunities

**“Working with Ocean allows me to continue doing what I do best on a daily-basis.”**

#### The Results

We manage the core operations for The Merit Club, which allows Krisztina to spend her time growing her business, and to respond to the changing needs of her members, and the market.

Krisztina is no longer blocked by the mission-critical admin required to run her business, now she can focus on her long-term goals.



100%Open

# Ensuring it's all 100% Taken Care Of

David Simoes-Brown is Founder & CEO of 100%Open, an industry leading open-innovation company working with high-growth businesses in several sectors.

David's schedule is busy and he needs to maximize his time to manage both his growing team, and his growing workload.

For David, it's important that he has time to generate new business, whilst the operations of 100%Open are looked after.





## David's Goals

**100%Open** needs finance, operations, and administration support on the mission-critical tasks required to maintain business momentum.

David works on a number of important projects and it's paramount that his time is protected.

- Ensure operations for 100%Open are taken care of
- Have time protected to focus on delivering projects
- Be prepared for meetings surrounding new business

## What We Do

**We** turn the chaos of a fast-moving business into processes which make it simple for David to continue working on delivering value (without getting caught up in the nitty-gritty).

1. Managing invoicing and bookkeeping for the business
2. Ensuring all meetings and schedules are accounted for
3. Managing payments to contractors and external parties
4. Executing mission-critical support for complex projects
5. Managing emails and protecting David's schedule

**“Ocean’s work with the 100%Open team has made a world of difference.”**

#### The Results

100%Open is rapidly becoming 100% faster and more efficient, working with David and the team continues to show improved results at both operational-level and revenue-level.

David is able to be the leader he needs to be, whilst the operations of his business are taken care of by experts in their respective fields.

Spark Flow Grow

# Let's Work & Grow Together

Contact [ocean@sparkflowgrow.com](mailto:ocean@sparkflowgrow.com) and  
let's discuss how to help you move from  
busy to big-picture.