

BQE CORE CUSTOMER CASE STUDY



Toronto, Canada

20+ Employees

Commercial Design Firm

www.britacan.com



The Power of Visibility: How BQE CORE Helped Britacan Improve Profitability and Preserve Culture



"We used CORE to see where we were spending the most time with certain clients, and then adjusted our proposals to match. It gave us the insight we needed to align our fees with the service we were actually delivering."

Sean Hill
Principal



T3 Bayside
Toronto, Canada

Unlocking growth with better systems, real-time visibility, and a focus on people.

A Family Firm in the Heart of Toronto

Britacan, a family-owned design firm based in Toronto, has been delivering high-quality design-build services to corporate office clients for over 40 years. When Sean and Kathryn Hill and Jaki Ellis took ownership in 2019, they had a clear vision: grow the business while preserving a strong company culture, focused on mentorship and employee development.

Over the past five years, the new leadership team has modernized operations, expanded into a beautiful new downtown office, and sharpened their focus on delivering exceptional client service. But growth also brought complexity. To scale effectively, Britacan needed more visibility into project profitability, faster billing workflows, and systems that supported their hybrid team. That's where BQE CORE came in.

Old Processes Slowing Progress

As Britacan grew, their existing systems and workflows began to hold them back. They lacked project-level visibility and weren't taking full advantage of available tools to streamline operations. Billing processes remained manual and time-consuming, delaying invoices and slowing payments. Without automation or integration across systems, the admin team was stuck in repetitive tasks instead of focusing on proposals, pipeline management, or client engagement. These inefficiencies strained resources and made it harder to scale effectively.

Britacan needed more than accounting software. They needed a cloud-based platform that could automate workflows, improve visibility, and free up time for strategic growth. That's when they turned to BQE CORE.

Taking Control of Cashflow with BQE CORE

Britacan turned to BQE CORE, and the transformation was swift. The switch to CORE's cloud-based platform with powerful and intuitive invoicing tools allowed the firm to bill faster and more efficiently.

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On the billing side is where we've seen the biggest impact. We've seen a huge reduction in the time it takes to get our invoices out, which obviously leads to getting paid faster for work that we've done. There is less lag time on getting invoices out to clients, which improves cashflow.

Kathryn Hill
Principal

What once took weeks to process was reduced to just a few days. Features like batch invoicing, automation, and the seamless integration with QuickBooks Online eliminated the need for manual accounting work, further lightening the administrative load.



Britacan Team at Work
Toronto, Canada

Freeing Up Time for What Matters Most

By reducing the time and effort spent on billing, Britacan was able to reallocate their administrative team to higher-value tasks. Instead of chasing invoices, their admin staff now supports proposal writing, client onboarding, and project setup, activities that directly support growth.

This shift enabled the team to operate more strategically, supporting business development, enhancing client onboarding, and strengthening operational consistency, all without adding headcount. By automating the routine, Britacan unlocked the full potential of their team.

Using Visibility to Drive Profitability

Another transformation came from BQE CORE's advanced reporting, project planning, and time-tracking features. For the first time, Britacan had real-time insights into project profitability and employee utilization, allowing them to make data-driven decisions. This visibility enabled them to fine-tune their processes, ensuring they were spending time on the most valuable projects and improving overall profitability.

Britacan could now track time spent on mentorship, evaluate employee efficiency, and identify which projects delivered the best returns. This transparency allowed the leadership team to adjust resourcing, refine proposals, and focus on the clients and services that delivered the most value. As a result, the firm not only improved its operational efficiency, but also achieved stronger financial performance and healthier profit margins.

Staying Agile Through Industry Shifts

Like many firms, Britacan faced major shifts in how clients approached office design during the pandemic. As demand fluctuated and priorities changed, the ability to adapt quickly became essential. CORE gave Britacan the financial and project visibility they needed to make informed decisions in real time.

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We had to be more strategic. CORE helped us understand where our time and money were best spent, so we could keep moving forward.

Kathryn Hill
Principal

With real-time data at their fingertips, the leadership team is able to evaluate project types, reallocate resources, and double down on the work that delivered the strongest returns. Instead of guessing or relying on end-of-month reports, they had the insight to respond proactively, strengthening the firm's stability and positioning them for growth in a changing landscape.

The Next Generation of Corporate Design

With administrative processes streamlined, Britacan's team could now focus on more strategic work, such as building stronger client relationships, and expanding their mentorship and training programs. Tracking time spent on employee development became easier, ensuring they were investing in their team, a key pillar of their culture.

We're no longer buried in billing. We're using that time to grow the business, support our team, and build stronger client relationships.

Jaki Ellis
Principal



FIKA
Toronto, Canada

The results speak for themselves. What once took weeks to bill now takes just a few days, freeing up time across the firm for strategic initiatives like proposal development and onboarding new clients. Real-time insights into project profitability and employee utilization gave leadership the tools to fine-tune operations and increase margins. With cash flow stabilized and internal systems aligned, Britacan is growing with confidence and clarity by leveraging BQE CORE, while staying true to their core values of employee development and client satisfaction.

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CORE has given us the visibility and efficiency we needed to grow, without losing sight of what matters most—our team and our clients. It’s helped us streamline the back office, strengthen our financial foundation, and create more space for the strategic work that drives our business forward.

Sean Hill
Principal



KAINOS
Toronto, Canada

Unlock the freedom to pursue the projects you're passionate about with BQE CORE.

