ALNERIVE AI AUDIT · AUDIT REPORT

Muster Treuhand AG

Fiduciary and accounting firm · Zug · 60 people

Illustrative example. Invented company, estimated figures.

Executive summary

46 h

per week in repetitive manual work

5

automations worth doing, prioritised. In each one, a person approves every important step.

~24 h

per week that could be freed (about 1,000 h a year)

> **~24 h a week is close to 60% of a full-time position.** Room to grow without hiring.

What we found

- Almost every delay starts with client documents arriving late. Account managers spend about 11 hours a week chasing them.
- Abacus can already read supplier invoices, but the feature is not switched on. Invoices are still typed by hand.
- Payroll changes arrive by email, phone and notes, often after the cut-off date.
- 7 of the 9 people interviewed use AI tools with private accounts, sometimes with client texts. There are no written rules.

1 · How we did this audit

Four fixed steps, each with a visible result. In this example, about two weeks from start to finish.

1

Kick-off

1 hour, at your office

We agree which teams and processes we look at, and who we talk to.

RESULT
Interview plan and dates

2

Mapping on site

2 days at your office

Interviews with 9 people, in the order the work really happens: from a new client to the invoice.

RESULT
Process map (section 2)

3

Task log

1 week, 10 minutes a day

The team notes what they do and how long it takes, including where they use AI today.

RESULT
Hours per task (section 3)

4

Report and results meeting

60 minutes

We go through the report together and agree the next steps.

RESULT
This report, priority plan and AI usage policy

2 · Process map

How work moves through the firm every month. Amber marks where time is lost.

		Manual work per week (estimate)
1	**Client onboarding**	Partners, admin office — **2 h**
2	**Document collection** Main bottleneck	Account managers — **11 h**
3	**Bookkeeping**	Accounting team (12) — **15 h**
4	**VAT and taxes**	Tax team (8) — **3 h**
5	**Payroll**	Payroll team (5) — **5 h**
6	**Year-end close**	Accounting, partners — **4 h**
7	**Time recording and billing**	Everyone, partners — **6 h**

Systems today. Abacus (accounting and payroll), Outlook shared inbox, Excel lists, file server, client portal used by few clients.

3 · Where the time goes today

Estimated from a task log kept by the team and interviews with 9 people, held at the firm's office.

TASK	TEAM	HOURS PER WEEK	PRIORITY
Chasing missing client documents	Account managers	11	high
Typing supplier invoices into Abacus	Accounting	9	high
Matching bank payments by hand	Accounting	6	medium
Completing time entries before billing	Partners, all staff	6	medium
Sorting the shared inbox	Admin office	5	high
Collecting payroll changes	Payroll	5	high
Year-end document checklists	Accounting	4	low
Total		**46**	

Figures are estimates from this illustrative case. In a real audit we estimate your own times from your task log and interviews.

4 · Five automations worth doing

Ordered by time saved and effort. Each one uses the systems the firm already has.

1 Document collection with automatic reminders

Estimated saving **7 h/week**

Effort: low

TODAY Account managers write to and call each client one by one.

AFTER Reminders go out on their own. Account managers only step in when a client is stuck.

Who approves: The account manager approves the reminder texts once

2 Supplier invoices read and prepared in Abacus

Estimated saving **6 h/week**

Effort: low

TODAY Every supplier invoice is typed into Abacus by hand.

AFTER The Abacus scanning feature the firm already pays for is switched on. Invoices arrive read; accounting only checks and books.

Who approves: An accountant checks and books each invoice

3 Shared inbox sorted by client and topic

Estimated saving **4 h/week**

Effort: medium

TODAY Someone reads and forwards every email in the shared inbox.

AFTER Emails arrive tagged by client and topic, routine questions with a draft reply.

Who approves: Staff review and send every reply

4 Payroll changes through one form

Estimated saving **3.5 h/week**

Effort: low

TODAY Changes arrive by email, phone and notes, often after the cut-off.

AFTER Everything comes through one form, with a reminder before the cut-off.

Who approves: The payroll team checks before the run

5 Bank payments matched automatically

Estimated saving **3.5 h/week**

Effort: medium

TODAY Each payment is looked up and matched by hand.

AFTER Bank files are imported and matches are suggested. Accounting only confirms.

Who approves: An accountant confirms each match

What we do not automate. Tax decisions, advice to clients and the independent audit (Revision) stay with people.

5 · Safe use of AI

The team already uses AI. The goal is not to stop it, but to give it clear rules.

What we found

- 7 of 9 people interviewed use ChatGPT or similar tools with private accounts.
- In 3 cases, client texts or figures were pasted in.
- There are no written rules and no list of approved tools.

Why it matters

- Client data leaves the firm without control (Swiss FADP).
- Professional secrecy towards clients.
- Nobody knows which tool is used for what.

AI usage policy (included in the audit)

- Only approved tools, hosted in Switzerland or the EU
- No client data in public AI tools
- A person approves anything sent to clients or authorities
- Every automated step is logged
- A short list of approved tools, and what each one is for
- One person in the firm responsible for AI questions
- A short training for the team (plan step 4)

What changes. The team keeps using AI, with approved tools and without client data in public tools.

6 · Implementation plan

Fixed price, agreed before we start. Quick wins first. Estimated duration per step.

Step 1 2 weeks	**Document collection and payroll form** Quick wins with the most relief for account managers
Step 2 2 weeks	**Supplier invoices in Abacus** Switch on, test with 3 clients, then roll out
Step 3 4 weeks	**Inbox sorting and bank matching** Test with one team, then all
Step 4 1 week	**Handover and training** Video and guide for each automation, AI training for the team

Once everything is running, we review the hours together and compare them with this report.

Next step

A 60-minute results meeting to go through this report. The report is yours, even if you do not implement.

We help companies find the hours their teams lose to manual work and automate them with AI, safely and with internal data protected. Lower costs, room to grow.