



YUTOPIA X



R.E.P.R.E.S.E.N.T[®]

RESOURCING REIMAGINED

Halved outsourced team headcount, doubled output, and built capacity for 50% more compliance work without increasing headcount.

WHAT WE ACHIEVED:

WITHIN THE FIRST 2 MONTHS:

- ▶ 50% reduction in outsourced staff headcount.
- ▶ 2x output on year-end accounts.

14 MONTHS LATER:

- ▶ The same performance & production level has been **sustained** consistently.
- ▶ Youtopia is now planning an acquisition expected to add **50% more compliance work, without the need to increase headcount** to absorb it.

"After working with R.E.P.R.E.S.E.N.T for two months, we managed to halve our headcount of outsourced staff and double our output... and we've still kept that same pace up since."

David Adderson

Co-founder, Youtopia

THE CLIENT

Youtopia is a multi-award-winning financial management firm based in Milton Keynes, known for efficiency, innovation, and a strong customer experience. With a growing client base, the team needed to scale delivery without adding operational complexity, while the UK hiring market made "the right people at the right price" increasingly difficult.



THE CHALLENGE

Youtopia had two pressures at once:

- ▶ **Demand was rising: more clients, more work.**
- ▶ **UK recruitment didn't stack up: time, cost, and availability.**

At the same time, Youtopia is a tech-forward business. They weren't choosing between people and automation, they needed a model that combined both, without sacrificing quality or control.

"AI will be able to do things... we're nowhere near it yet. We needed a way of making it work now." *David Adderson*

WHAT WE IMPLEMENTED

This wasn't "outsourcing and hope." It was a structured resourcing approach designed to feel like a seamless extension of the in-house team:

"It's a seamless addition to our team. It's a true partnership."

David Adderson

- ▶ **Role + workflow design** around Youtopia's accounts production process.
- ▶ **Fast onboarding** (access, logins, pre-testing) to get productive quickly.
- ▶ **A dedicated, skilled team** embedded into delivery.
- ▶ **Ongoing continuity**, even as Youtopia changed internal contacts and ways of working.
- ▶ **Quality support behind the scenes** to reduce handholding for Youtopia.

WHAT CHANGED OPERATIONALLY

Before: Work moved more sequentially, one job progressed, then the next.

After: Work progressed in parallel, with smooth handoffs and faster momentum.

A few tangible shifts Youtopia highlighted:

- ▶ **True delivery continuity: work moves forward even outside UK hours.**
- ▶ **Faster cycles: accounts can be prepared, reviewed, and iterated quicker.**
- ▶ **More capacity per person: the same team handles materially more volume.**

"We come in in the morning... a set of accounts already done. We review it and send it."

David Adderson

WHY IT WORKED

1 A high-quality delivery operator, with support behind them

The team didn't just "do tasks." They stayed on top of compliance and pushed work forward consistently, even when Youtopia's internal responsiveness varied due to changing contacts.

"The team continuous chase... continuously push... staying on top of things."

David Adderson

2 Adaptability as Youtopia evolved

Over the last 12/18 months, Youtopia's ways of working and key contacts changed, yet the delivery from R.E.P.R.E.S.E.N.T didn't stall.

3 Tech + people, not tech versus people

Automation helped increase capacity, but delivery still required judgement, context, and consistency, the resourcing model allowed Youtopia to adopt automation faster because time and headspace were freed up.

"You've given us time to focus on strategy, automation, AI & time to grow via acquisition."

David Adderson

THE COMPOUNDING IMPACT

The immediate gains weren't just "more accounts done." The bigger strategic win was capacity enabling Youtopia's leadership team to spend more time **on the business**, not just **in it**.

That's now translating into growth confidence:

Youtopia is currently assessing an acquisition expected to add 50% more compliance work, with expectations that the current team can absorb it.

WHO THIS IS FOR?

This is a fit if you're a firm that:

- ▶ Needs **more delivery capacity** but can't justify UK hiring costs/time.
- ▶ Wants a solution that integrates with **automation and process improvement**.

- ▶ Cares about **quality, continuity, and values**, not just cost arbitrage.
- ▶ Wants resourcing to feel like a **team extension**, not a vendor relationship.

David's advice to firms considering working with R.E.P.R.E.S.E.N.T

"It's a no-brainer, the only way forward."

David Adderson

