bluQube Finance Software

Who We Are

and What We Do

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Overview

Symmetry Ltd was founded in 1996, following a management buyout of Oracle UK's accounting software, led by current Symmetry CEO Simon Kearsley. Symmetry Ltd has a number of products with the main one being bluQube, cloud based finance and accounting software.

We've spent nearly 30 years providing finance software. We design, build, and support our finance system entirely in-house here in the UK, there are no resellers, and no endless call queues. Our team answers the phone within three rings, giving finance departments direct access to real experts who understand their challenges.

From a technology standpoint, the bluQube based cloud platform was developed from the ground up for financial systems, with 99% uptime, Cyber Essentials Plus certification, UK-hosted military-grade data centres, continuous monitoring and multi-layer data backups. Today, the platform supports over 8,000 registered users managing over half a million connections annually.

In practice, this means bluQube operates more like a secure, private vault than a high-visibility public platform — intentionally.
High public visibility often attracts risk; bluQube's model is designed to reduce it. Every month, over 60,000 transaction lines flow through bluQube systems, equating to nearly £80 billion worth of transactions every year — while prioritising both usability and security.

Processing over 100,000 invoices annually through our OCR solution alone, bluQube systems handle billions in financial transactions for organisations where accuracy, uptime and trust are critical.

In technology, visibility often brings risk. Highly visible platforms — global brands, public cloud providers, and household names — are natural targets for attackers. The larger and more recognisable the environment, the more attractive it becomes.

bluQube takes a deliberately different approach. Rather than operating on large public cloud platforms, bluQube runs secure, private environments designed specifically for finance systems. This significantly reduces exposure and limits the attack surface, while maintaining resilience and control.

Many well-known finance platforms rely on public infrastructure such as AWS or Microsoft Azure. While these environments are widely used, they are also highly visible and shared across thousands of organisations. bluQube's model is closer to a secure private vault than a public square.

Some security conscious UK government departments host data in the same secure environments as bluQube — a reflection on the standards applied to security, access control and resilience. bluQube manages around 4.7 terabytes of customer data with the same rigorous approach to protection and privacy.

Overview

You may not have heard of bluQube — and that is by design. Our focus has never been on brand awareness or rapid expansion, but on long-term reliability, security and doing exactly what we say we will do.

What truly sets us apart is how we listen. Customer feedback shapes every development cycle, helping us deliver intuitive features, powerful integrations, and straightforward, fixed-cost implementations.

In 2025, Symmetry transitioned to an Employee Ownership Trust (EOT), meaning the business is owned collectively by its people, not distant shareholders. This reinforces long-term thinking, stability and a culture where customer success matters as much as product quality.

Every month, over 60,000 transaction lines flow through bluQube systems, equating to nearly £80 billion worth of transactions every year — while prioritising both usability and security.

We focus on one thing — and we do it superbly: finance software. From the software itself to the support you receive, everything we do is designed to work seamlessly, reliably, and with real people behind it.

Sectors We Work In

At bluQube, our clients span education, charities, and commercial organisations—all with one thing in common: they need finance software that's reliable, intuitive, and supported by real people who care. Whether you're managing public funding, donations, or complex commercial structures, our platform is designed to support finance teams with clarity, confidence, and control.

Higher Education

We work with universities across the UK, supporting finance departments operating in some of the most complex financial environments. From multiple faculties and cost centres to research grants, commercial subsidiaries, and international activity, higher education finance teams need systems that can handle complexity without adding friction.

bluQube helps universities manage multi-entity structures, diverse income streams, and demanding reporting requirements with ease.

Day-to-day processing sits alongside robust reporting and analysis, enabling teams to meet compliance obligations while providing meaningful insight to support strategic decision-making. With real people on hand to support you, our software helps keep university finance functions resilient, responsive, and future-ready.

Further Education

Further education colleges face a unique set of financial challenges, balancing tight budgets, changing funding models, and the need for clear accountability across departments and programmes. We support FE finance teams with software that simplifies financial management while maintaining the control and transparency required in the sector.

bluQube enables colleges to manage funding allocations, track costs accurately, and produce timely, reliable reports for internal stakeholders and external bodies. Designed to be intuitive and easy to use, our platform reduces administrative burden and supports lean finance teams—backed by knowledgeable support staff who understand the realities of working in education.

Charity Sector

Our platform is trusted by charities of all sizes, including Weldmar, Disability Challengers, and Leading Lives. We understand the importance of accuracy, transparency, and accountability when managing public trust and charitable funds.

bluQube helps charities manage grants, donations, and restricted funds with confidence, providing clear audit trails and insightful reporting. By reducing manual processes and complexity, we free finance teams to spend less time wrestling with spreadsheets and more time supporting the people and causes that matter most.

Commercial Organisations

From logistics to engineering and technology, bluQube supports a wide range of commercial organisations. These businesses rely on accurate, timely financial information to make informed decisions in fast-moving environments.

Our solutions streamline multi-entity accounting, reporting, and financial oversight, giving commercial finance teams a clear view of performance across their organisation. Scalable and flexible, bluQube grows with your business—supported by real people who understand your challenges.

No matter the sector, we provide finance software that adapts to your organisation, supports your people, and scales with your growth.

"Since implementation earlier in the year, we have already seen some real efficiency gains. We needed a system that worked quicker and was more supportive to match the rest of our people-first business. We have previously had finance systems that needed us to input data manually and only ran integrations with Salesforce once a day, slowing down our processes. This is why bluQube's interoperability stood out against competitors. Whether it be invoicing, bank reconciliation, reporting or data migration, the system is certainly faster and more effective due to its seamless integration with our existing systems."

Head of Finance, Challengers

Product

Key Features Designed for Modern Finance Teams

bluQube brings together the tools finance teams rely on every day—all in one platform. Whether you're managing multiple entities, streamlining month-end, or empowering wider teams with real-time data, our features are built to make finance simpler, smarter, and more connected.

Our Multi-Entity Accounting removes complexity by consolidating different calendars, VAT setups, and charts of accounts into a single, unified system. Intercompany transactions, allocations, and cross-entity invoices are automated, reducing errors and saving valuable time.

With Cloud Accounting, you get a secure, high-performance platform developed in-house since 2008 and hosted in UK-based bomb-proof data centres. Always up to date, always accessible, and monitored 24/7—so you can focus on insight, not infrastructure.

Our Reporting tools turn data into instant, actionable intelligence. Live links to Excel, intuitive dashboards, and seamless integration with other systems give teams real-time visibility without manual work.

AI-powered OCR extracts key information from invoices and matches it to suppliers and purchase orders automatically. Mobile-friendly approvals make processing faster, reduce manual data entry, and free your team to focus on strategic tasks.

bluQube is extensively customisable at both entity and individual user levels. Each entity can configure its own accounting codes, reporting hierarchies, document formats, authorisation chains, and system parameters—with the initial entity setup configured as part of your implementation. Beyond that, individual users can personalise their menu structure, dashboards, grid layouts, and create custom metrics and visualisations at any time. Most customisation can be performed by end users themselves through intuitive interfaces—simple grids for parameters and codes, or tailored interfaces for workflows and reporting—giving you control and flexibility to adapt the system as your needs evolve, without relying on external support.

Key Features & Functionality

Delivered as SaaS via private UK hosted cloud infrastructure

Core finance functionality including general ledger, accounts payable and receivable

Bank reconciliation, invoicing, payments, expenses, VAT and CIS

Budgeting, forecasting, cash flow management, and financial reporting

Fund accounting, fixed asset management, multi-entity, multi-company and multi-currency support

Role-based access control, configurable authorisation workflows including Purchase-To-Pay

Product

Audit, compliance reporting suitable for public sector, Education and Charities

Dashboards, analytics and business intelligence reporting

Integrates third-party systems via APIs, including Excel and Power BI

Secure, scalable cloud-hosted service delivered on a subscription basis

Benefits

Real-time financial visibility for informed, more accurate, decision-making

Automated finance workflows reduce manual processing effort

Faster, flexible reporting through integrated dashboards and analytics

Supports audit and regulatory compliance with full audit trails

Secure role-based access controls and approval workflows

Scales across multi-entity organisations for easier management and reporting

Open API integrations make data sharing easier and more accurate

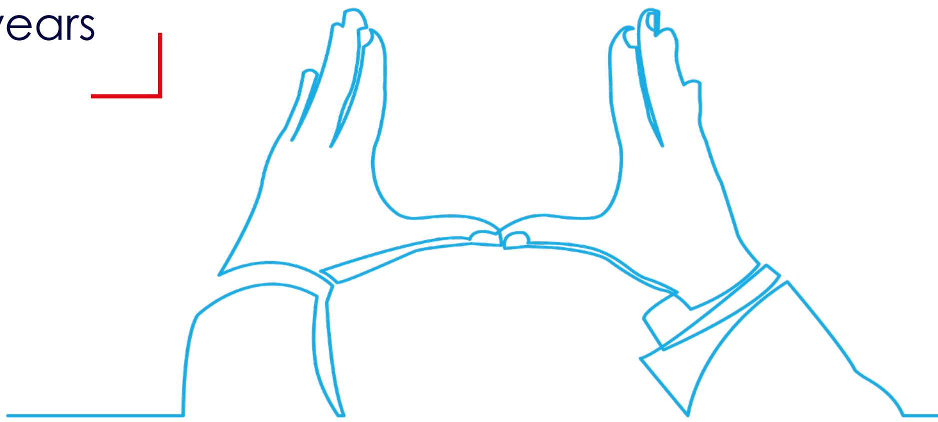
Improves budgeting and forecasting through consolidated financial data

Easy to use system for simple implementation and onboarding

Online, phone and video call support via finance-trained staff

In the marketplace for over 30 years

80% of our customers have been with us over 10 years



API and Interoperability

Connecting Your Finance Ecosystem

In a world where finance teams rely on multiple systems, from HR and payroll to CRM and procurement, seamless connectivity is essential. bluQube's interoperability brings all your data together, ensuring each system communicates effortlessly to create a single, accurate source of truth. By removing silos and eliminating duplicate data entry, your finance team gains the clarity and efficiency needed to operate.

With real-time data flow across platforms, bluQube gives faster reporting, quicker decision-making, and a dramatic reduction in manual effort. Departments can manage and update their own information through secure integrations, reducing reliance on finance for routine tasks and freeing your team to focus on strategic work.

bluQube's flexible, secure architecture integrates with a wide range of third-party tools, giving you the freedom to choose the best systems for each area of your organisation without being tied to a single vendor. Automated data transfers speed up processes, minimise errors, and lower operational costs by reducing the need for temporary staff or manual admin.

bluQube enables a truly connected finance environment—one that saves time, enhances accuracy, and delivers real-time financial visibility across your organisation.

"The ability to report on information not currently held in the finance system was a key decision factor for us, but ultimately it was the user-friendliness of the system and the team at bluQube that was the deal maker in our decision to progress."
Bretts Transport - Finance Director

Technical Specifications

Our Private, Secure Cloud

bluQube's private cloud is built for finance teams that need reliability, security, and performance. Developed from the ground up in 2008 and trusted for more than 17 years, our cloud platform delivers a seamless experience without the burden of onsite servers, maintenance, or downtime worries. With 99% uptime maintained consistently over the past 14 years, finance teams can access their system anytime, anywhere, with confidence.

Today, bluQube systems process over 60,000 transaction lines per month, supporting organisations whose combined annual transactions flowing through the platform exceeds £80 billion. Over 8,000 registered users rely on bluQube for business-critical finance operations, managing over half a million connections each year

Your data is safeguarded in one of the UK's most secure facilities—a military-grade, bomb-proof, flood-proof data centre designed to withstand extreme events. Coupled with Cyber Essentials Plus certification, full SSL encryption, multiple backup layers, and 24/7/365 monitoring by our internal security team, bluQube ensures your information remains protected at all times.

Technical Requirements

bluQube is delivered as a SaaS solution via a private UK hosted cloud infrastructure. Access to the internet is required for use, with a minimum of 5Mbps bandwidth.

Barring local security restrictions, bluQube can be accessed from anywhere in the UK. Access from outside the UK can be provided on request.

Access is via any compatible browser and operating platform, with Edge or Chrome offering the optimal experience. For some enhanced features, a compatible version of Microsoft Excel may be required. bluQube offers an API that allows external systems to query, post, and update transactional data. Access to the API is managed completely within the application, and all API requests adhere to any defined application and security rules that are configured. As with normal transactions, API transactions are fully audited.

Technical Requirements Summary:

Access to the internet

Minimum 5Mbps bandwidth

Compatible browser (Edge/Chrome recommended)

Compatible version of Microsoft Excel (for some enhanced features)

Full API available for querying/ updating data

Technical Speci ications

Technology Stack

bluQube leverages the Oracle technology stack. The Oracle database is one of the most advanced relational database systems, known for its scalability, security, and high performance, making it the preferred choice for mission-critical data. Each customer's data is compartmentalised, and resources are allocated as needed to support that environment. Due to this compartmentalisation, activity on multiple customer environments does not impact each other, and data cannot be transferred between environments.

bluQube supports major modern browsers as well as access via mobile devices. Security is at the heart of bluQube with modern security hardware in use and additional security functionality built into the software. Authentication is by individual users supported by Multi Factor Authentication (MFA). Access to the data is secure, utilising TLS 1.2+ in transit.

Key Technical Features:

Delivered as SaaS via private UK hosted cloud infrastructure

24/7 x 365 with 99% service availability (excluding planned maintenance)

Modern hardware platform monitored and maintained

Leverages the superior Oracle technology stack
Compartmentalised data

Supports modern browsers

Data secured by TLS 1.2+ in transit

Data Security and Certifications

All systems are hosted in a physically secure hosting centre (ex-nuclear bunker). Our hosting partner, Cyberfort, is ISO-27001 certified. We are Cyber Essentials Plus certified and verified across our cloud service. We use industry-leading firewalls to protect data access along with a multitude of additional security measures.

We perform quarterly penetration testing on our systems to test security hardness. For this, we use a recognised third-party CREST approved service provider, who provide a full report for remediation purposes along with a certificate for validation. We handle all data using GDPR-compliant practices that are in line with the UK Data Protection Act.
If a security breach is ever detected, we have a fully documented breach policy that would be followed. As part of that policy, we ensure customers are fully briefed as soon as possible and are kept informed while the service is remediated.

The bluQube application is built with security at its core. Each customer is totally segmented, and authentication is by defined username backed up by Two Factor Authentication (2FA) (via authentication app). Once inside, bluQube has a multitude of role-based security configuration along with a full audit trail of all transactional activity.

Data Sanitisation and Disposal

When data needs to be deleted, we ensure it cannot be recovered or reconstituted through explicit overwriting and secure erase protocols that render information permanently unreadable. Storage media is never simply reformatted or reallocated - we follow rigorous sanitisation procedures that meet industry standards for data destruction. When hardware reaches end of life, we engage reputable third-party specialists who physically destroy all equipment containing data, providing certified proof of destruction to maintain our chain of custody and your complete peace of mind.

Security Highlights:

Data stored and processed in secure UK and EEA data centres

ISO-27001 certified hosting environment

Cyber Essentials Plus certified

Industry-leading security hardware

Quarterly penetration testing

GDPR-compliant data handling

Fully documented security breach policy

MFA enabled

Role-based permissions and audit logs

Certified Combinations

We know there are thousands of possible combinations of browsers, operating systems, Windows versions, PCs, Oracle tools, Oracle middleware products, Oracle servers, and other server operating systems. It's a constant drive to move things forward.

To ensure the quality of our software, we won't release it unless it's been fully tested by us and "certified" for release. In choosing which combinations we certify, we look at a variety of factors, including known issues with operating systems, which platforms are most used, and what other application vendors support.

There's always an up-to-date list for your release on our website.

Backup, Restore, and Disaster Recovery

Backups are a critical function of the bluQube service. Backups are taken at least on a daily basis and are stored in multiple locations across multiple sites. All backups are held securely for a minimum of 28 days. Point-in-time recovery of customer data is possible on request. Restoration of backups is tested on a regular basis, both at file and whole system level.
bluQube maintains a fully documented disaster recovery and business continuity plan. This plan covers the tasks required to achieve full restoration of service in the event of total loss at our primary site as well as the communication points and mechanisms for customers if this were to be needed.

Service Level Agreements

Availability and Uptime

Our cloud service, designed to deliver 99% availability per calendar month. We understand downtime disrupts your business, so we schedule maintenance outside working hours and provide at least seven days' notice. Should any issues arise, you'll receive immediate support with email notifications within 60 minutes and regular updates to keep you informed.

Service Hours: 09:00–17:30 UK time, Monday–Friday (excluding Bank Holidays)

For critical faults, our three-level escalation process ensures a swift resolution to get you back up and running.

Audit, Availability and Resilience

The service provides comprehensive audit and logging capabilities to support operational oversight and compliance. Users have access to real-time audit information, allowing them to monitor system activity as it occurs. Audit data retention is configurable by the customer, enabling organisations to define how long audit records are stored in line with their own policies and regulatory requirements. System logs are securely retained for a period of between 1 and 6 months.

The service is designed for high availability and resilience. We guarantee 99% availability per calendar month, monitored continuously. Where availability falls below this threshold, service credits or refunds may be applied in accordance with contractual terms. Incident reports are provided for any significant outages.

The service is hosted on a fully redundant, high-availability private cloud platform. All storage, networking, power, and cooling systems are designed with redundancy and no single point of failure. Continuous monitoring and encrypted backup processes are in place to support service continuity and rapid recovery.

In the event of an outage or service degradation, customers are notified promptly via email. Where incidents have the potential to impact service level agreements, customers are additionally contacted by phone. Communications include details of the issue, expected impact, and progress updates, with confirmation provided once the issue has been resolved.

Data Security and Compliance

Your data security is our top priority. Every access point uses secure HTTPS with industry-leading SSL certificates, while our partner, The Bunker, provides an exceptionally secure hosting environment with ISO/IEC accreditation and PCI DSS compliance. We perform daily backups stored securely for 28 days, and we can provide full data exports within 14 days whenever you need them.

Service Level Agreements

Technical Service Level Agreements

Our team is available Monday through Friday, 09:00 to 17:30, ready to provide expert guidance and assistance. You'll have access to comprehensive online resources including "How Do I" guides, training videos, and the ability to log software faults and enhancements. We continuously enhance our platform with regular updates that fix issues and deliver new features to help your business thrive.

Service Constraints

The technical infrastructure is designed and fully managed by bluQube. bluQube has pre-defined maintenance windows that take place outside normal working hours, where the system may be unavailable. These windows are typically limited to a Friday evening between 20:00 to 02:00. Normal maintenance includes monthly security updates and quarterly software updates and technology stack changes. Customers are provided with 7 days' notice of these events.

For security reasons customers do not have access to the underlying technology stack or direct access to the data structures. Access to the core software is provided through a certified web browser interface; no additional client software is required.

External integrations are encouraged, and bluQube has a comprehensive API for querying, posting, and updating data. Internet connectivity is required, and by default, access to bluQube is restricted to UK-only points of presence. Access outside the UK can be granted on a temporary or permanent basis on request with our support team.

Enhancements and Updates

We value client feedback and actively encourage suggestions for product enhancements. Enhancement requests are logged when the software is functioning as designed but could benefit from alternative functionality or additional capabilities. Each request is assigned a reference number, and our Support Consultants provide regular progress updates throughout the review process.

Maintenance Releases and Updates

Maintenance releases are distributed to all customers with current support agreements at least twice annually. Between major releases, we issue service releases that typically address bug fixes and minor enhancements without introducing significant functional changes.

Software fixes are deployed through our scheduled maintenance and service releases. Cloud customers receive updates automatically as soon as they become available, with our team managing the deployment process to ensure seamless implementation.

All fixes undergo rigorous testing by our experienced quality assurance team prior to deployment.

Implementation and Onboarding

bluQube has extensive experience delivering finance system implementations for organisations moving from legacy systems to cloud-based platforms. Our onboarding approach is designed to provide a clear structure, defined responsibilities, and consistent support throughout the transition.

Each implementation is led by experienced Project Managers, and Consultants who work closely with your team to understand your objectives, constraints, and reporting requirements. This ensures the system is configured appropriately and that you are prepared for go-live with a clear understanding of how the system will be used in practice.

Onboarding begins with an in-depth understanding of your organisation, including how your finance function operates, key processes, and any specific requirements. This information informs system configuration, data migration, and training plans.

A Structured Onboarding Process

Our onboarding process follows a defined framework, while allowing flexibility to accommodate organisational needs and availability.

Project Kick-Off

The implementation begins with a project kick-off meeting, this will involve identifying, key stakeholders, including Project Managers and Project Sponsors from both teams. This session confirms scope, timelines, roles, responsibilities, and communication methods, and provides an overview of the implementation approach. You will be granted access to the My Implementation area of our on line Customer Centre, that will guide you through the implementation, and be a focus point for our weekly calls.

Project Planning

A detailed implementation plan is created in collaboration with your team. The plan outlines key activities, dependencies, milestones, and an agreed go-live date, taking into account internal resource availability and operational priorities. If any changes are made to the Project Plan, these are updated and added to the My Implementation area.

Discovery Sessions

Discovery sessions are used to review current processes, reporting requirements, controls, and system dependencies. These sessions ensure a shared understanding of how the system should be configured to support both operational and reporting needs.

Initial System Setup

Based on discovery outcomes, the system is configured to reflect your organisational structure. This includes setting up the chart of accounts, users, calendars, and core system settings.

Additional Configuration

Further configuration covers user permissions, approval workflows, and the setup of customers and suppliers. This ensures appropriate access controls and supports existing governance requirements.

Data Migration

Data migration is planned based on your requirements. This may include opening balances only or selected historical data. The process is designed to ensure accuracy of balances and continuity of reporting following go-live.

Training

Training is provided for both finance and non-finance users, using a combination of recorded materials, live sessions, and follow-up support. Training focuses on core tasks relevant to each user group and on ensuring teams are able to carry out their roles effectively within the system. Sessions are recorded and added to your My Implementation area for future reference, as well as all sessions having a customer work report, summarising the work completed

System Testing and Familiarisation

A test environment is provided throughout the implementation. This allows users to validate configuration, test processes, and complete training using a system populated with their own setup and data.

You are provided with tests to carry out after each session, to help you with getting to know the system. User Acceptance Testing will ensure your team are happy with how the system is set up, and meets the agreed needs. Any issues found during this time are added to the Issues List

Milestones

The Project Plan will identify Key Milestones, these are signed off by both parties at the relevant stages in the weekly project review meetings. The signed documents are then uploaded to the My Implementation area.

Progress Review

Project Managers will meet weekly to discuss progress, you will be contacted by an independent person each week to gain a confidence score, and Project Sponsors will meet every fortnight to review progress. All outcomes and implementations are discussed weekly with the area Director, and updates sent to the Management Team.

75% of bluQube customers have remained with the company for over 12 years, and many for nearly 30 years, a retention level that is uncommon in enterprise software and reflects long-term confidence.

Implementation and Onboarding

Go-Live, Post Live and Ongoing Support

Once you have gone live, we don't just leave you, there are regular check backs to ensure once you are using the system you are getting the most from it. Additional support is provided during the go-live period to assist with the transition to live operation. Following go-live, there will be a meeting whereby you are handed from the implementation team to the Support team, your new Account Manager, and you will be allocated a Senior Contact who remains in regular contact throughout the lifetime of your agreement. Access to the support desk continues as part of ongoing system support.

Offboarding

Data Migration

At the end of a normal service contract, customers have several options available for offboarding. Customers can be offered fixed-term, read-only access to bluQube. This uses the same software in use for live running, apart from the ability to create new transactions. This system is maintained and managed as the live environment, with the same service availability.

Data Extraction Options

There are extraction tools built into bluQube, allowing users to manually extract data from the system in a format they could use to load into another service. These come in the format of simple data extraction into CSV files to more complex extraction via Excel or other compatible reporting tools. There is also the option to use the bluQube APIs to query data or the available reporting API.

Alternatively, either basic database exports (Oracle format) can be requested, or a more bespoke extraction service could be offered. These would be provided as a chargeable service.

Data Retention and Deletion

At the end of a normal service contract (or read-only service if taken), the system is maintained for a period of 30 days (unless not required) and then switched off, and all data held is securely deleted. The deletion process follows industry-standard data sanitisation practices.

Backups are maintained for a further 30 days, after which they too are removed. A confirmation of this is provided to the customer.

Offboarding Summary:

Fully functional read-only service available

Data extraction via built-in tools to CSV

Additional reporting tools extraction available and API

Bespoke data extraction available

Data removed on customer confirmation

Backups maintained for a period of 30 days

Exit & Data Retention Policy

Data retained for up to 30 days post-termination

Secure deletion performed using industry-standard sanitisation

Customer confirmation required before deletion

Support After Sales

Our Support Service

Unlike many other providers, Symmetry designs, builds and supports the bluQube software in-house — no resellers, no middlemen, no impersonal call centres. Every support call is answered by real experts who know the software inside out, typically within three rings.

We understand that support is critical. Our Support Desk service covers initial advice and guidance on issues relating to all bluQube products to give you the maximum benefit.

Customer experience is measured consistently, with an average 97% customer feedback score across support and consultancy services. With over 100,000 invoices processed annually through our OCR solution and around 4.7 terabytes of customer data under management, these scores reflect operational excellence at genuine scale.

Our Support Team has gained a wealth of experience in accountancy, business, and technology through years of working in the industry.

What Our Support Includes:

Access to regular software updates (maintenance and service releases)

Fixes to reported software faults

Initial advice and guidance

Direct access to Support Consultants where necessary

Access to product information and document changes

Access to the bluQube customer area of the website

When Can You Call?

Anytime between Monday and Friday (excluding bank holidays), from 09:00 to 17:30.

What You Get:

Access to a team of support consultants

Initial advice and guidance should you experience issues relating to the use of the bluQube product and its modules

An online customer support service where you can download handy documents like "How Do I" advice notes, training & support videos

Ability to log software faults and enhancements

Access to bluQube customer website

Getting Support

Reaching our Support Desk couldn't be easier—simply email us, call, or log your query directly through the product or our website. Our streamlined online logging process guides you through everything step by step, ensuring we capture all the information needed to resolve your issue quickly. You'll also have access to our Customer Centre, packed with 'How Do I' documents and training videos available 24/7.

Expert Support at Every Level

Once you raise a support log, you'll receive a unique reference number and our team springs into action. For common queries, we'll point you to our comprehensive 'How Do I' guides and help videos. For more complex issues, our Support Consultants coordinate with specialist teams, investigating your problem thoroughly and keeping you updated every step of the way. We prioritise logs based on impact and urgency, ensuring critical issues receive immediate attention while less urgent matters are handled efficiently with available workarounds.

"(bluQube) have been very approachable, open and are always willing to find a solution to an issue."
Hospiscare - Charity Sector

Transparent Progress Tracking

Every support log is assigned a clear status code so you always know where things stand. Whether it's under investigation, awaiting development fixes, or resolved, you'll receive email updates at each stage. If we've resolved your issue but you needfurther assistance, we can reopen any log at any time. Once closed, we'll ask for your feedback to help us continuously improve our service.

Case Study: West College Scotland - Further Education

Organisation Background

West College Scotland is a further education and higher education college with an annual turnover of almost £60 million, operating across three sites in Clydebank, Paisley and Greenock.

Challenge

West College Scotland required a new finance system implemented within a tight timescale. The college needed assurance on delivery timelines and costs, having experienced lengthy wait times for support responses with their previous supplier. The implementation required careful change management to ensure staff buy-in and effective adoption of the new system.

Solution Implemented

bluQube developed a tailored implementation plan with guaranteed timeframes and fixed costs, eliminating the risk of project delays and cost overruns. Weekly progress sheets provided clear visibility of project status throughout implementation, enabling early identification and resolution of issues. A hybrid build-to-training implementation model allowed staff to begin training and working within completed areas of the system while other areas were still being implemented. This approach enabled user feedback on system configuration during the build phase. The college received same-day responses to support queries and was provided with a direct line to a Senior Management Team member and company director for escalation if required.

"bluQube listened to our needs, delivering a product that met our organisation's requirements. The implementation process and training was well planned, and the end user feedback was that the collaborative approach by bluQube really helped in the change management process. Being invited to become a member of the Reference Site Programme enhances further our relationship with bluQube." — **Head of Finance and Student Funding, West College Scotland**

Following successful implementation, West College Scotland was invited to join the bluQube Reference Site Programme, a group of key customers and proficient users who work closely with bluQube to identify future software enhancements and scope detailed system requirements.

Results

The system was delivered to the agreed timescale with fixed costs as promised. The hybrid implementation approach accelerated the overall process by enabling training to commence before full go-live. Staff feedback during the build phase contributed to optimal system configuration. Support response times improved significantly compared to the previous supplier, with same-day responses becoming standard. The collaborative implementation approach supported effective change management, resulting in positive end-user feedback.

Case Study: South Devon College - Further Education

Organisation Background

South Devon College is a further education institution with over 85 years of history since its establishment in 1931. The college serves more than 10,000 students annually with an annual turnover of £30 million.

Challenge

South Devon College required a solution to integrate their existing systems and eliminate the need to re-key data throughout the college. The finance team was experiencing significant time wastage from manually entering the same data into multiple separate systems. The college needed to extend finance system access beyond the finance team while maintaining strict security controls to define user permissions. Purchase order approval processes required multiple individuals to physically sign off orders, creating delays and administrative burden with paper-based workflows.

Solution Implemented

bluQube Connect was implemented to enable seamless integration between bluQube and the college's EBS Student System. Connect facilitates real-time information sharing across the organisation and different platforms, eliminating manual data entry between systems. Devolved accounting was introduced, giving non-finance staff access to bluQube with granular access controls configured to ensure users could only access appropriate information. Purchase invoices were digitalised, with scanning and electronic authorisation replacing hard copy processes, eliminating paper-based workflows and physical storage requirements.

Results

The integration between bluQube and EBS Student System via Connect eliminated the need to re-key data, delivering significant time savings. This was identified as one of the most substantial benefits realised by the college. Purchase order authorisation became faster and more efficient, with teams able to raise and progress their own purchase orders through the approval chain electronically. Over 100 devolved users across campus now access the system. Masses of paper flying around the office were eliminated through digital invoice processing. The college continues to explore additional system integrations to maximise bluQube's capabilities.

"Integration makes our daily Sales Ledger processes much easier and faster, along with reducing the masses of paper flying around the office. The systems work together seamlessly saving us a lot of time by eliminating the need to re-key data." **— South Devon College**

Request a demonstration to explore the strategic advantages of bluQube for your organisation.

We offer flexible, remote consultations designed to respect your time. We will customise the presentation to align with your specific interests and availability. This introductory session is provided without obligation, offering a direct look at the platform's capabilities.

If you have any questions please do not hesitate to get in touch:

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