

# Bon Accord Accountancy

## *IRIS OpenApps solutions help Bon Accord Accountancy to improve efficiency and communication*

*Operating out of offices in Aberdeen and Lerwick, Bon Accord Accountancy Ltd is a rapidly growing firm of independent accountants, tax and business advisers*

Bon Accord offers a full range of accountancy, taxation and business advisory services to a diverse range of clients, including companies, partnerships, sole traders, charities, clubs, voluntary organisations and individuals.

### **Strategic use of technology**

Bon Accord has a forward-looking approach to technology and is prepared to invest in solutions that will help in running an efficient and responsive business. Over the past couple of years, the IRIS OpenApps range of solutions has proved a valuable complement to the firm's use of IRIS Accountancy Suite software.

Through its Pipeline Accounts division, the firm has approaching 300 clients using IRIS OpenBooks, the online bookkeeping system that offers a simple, effective way for its contractor clients to keep their bookkeeping and accounting affairs in order. Neither practitioner nor client needs to install or maintain software. Round-the-clock access over an internet connection makes it particularly appropriate to Pipeline's clients, some of whom work offshore in the gas and oil industry.

Within the firm, the IRIS OpenDocs document management solution enables the secure sharing of documents by partners and staff, and logs all communications with clients centrally, including emails.

Explaining the benefits of IRIS OpenDocs, Partner Martin Watt says, "Rather than having paper copies of the day's post landing on the desk, an electronic copy is available on the practice management screen, with tasks attached where appropriate. Copies of emails are also attached, which means we can track back through the correspondence if there's a query."

Martin adds, "IRIS OpenDocs really does make it easier to instantly put your hands on the information you need. The beauty of IRIS OpenDocs is that I can log in at any time and from any location. My wife goes to bed early leaving me to get on with work in the evenings." Martin is newly married and how long this situation will be allowed to continue is surely debatable!

Martin confirms that IRIS OpenDocs has brought great time-savings in sharing information around the office and has reduced the amount of space allocated to storage.

Sharing documents with clients in the cloud When IRIS OpenSpace was released in 2012, Bon Accord quickly became an avid user. The cloud-based solution enables accountants and their clients to exchange documents in a secure, simple and time-saving manner. In this way, it complements the firm's internal use of IRIS OpenDocs.

*"The electronic approval functionality in IRIS OpenSpace is very easy to use and clients understand it straight away. They just log in to review the document and then simply click to approve. The turnaround time for client tax returns has changed dramatically and what used to take a week or longer now can take five minutes or even less."*

Martin explains why the firm was such a keen adopter, "It was very easy to buy into the concept of IRIS OpenSpace as a highly secure and convenient way to communicate with clients. We'd been using a comparative product for three years, but it had no connectivity with our IRIS software. IRIS OpenSpace gives us the best of both worlds: all the benefit of a cloud-based document-sharing solution and integration with IRIS Accountancy suite."

### **A two-way channel**

Martin explains how IRIS OpenSpace works in practice: "Instead of spending time printing and posting out paper copies of accounts and tax returns, or risking sending them by email, we alert the client to say that the latest version is ready for review, and they then 'collect' the document via IRIS OpenSpace. It's as simple as that."

IRIS OpenSpace creates a very useful two-way channel, too. For example, clients can send us proof of identity for anti-money laundering purposes, or scan in documents where they don't want to let go of the originals."

Martin notes, "Our clients have happily switched to using IRIS OpenSpace, and the majority are using this method of communication. But it's not compulsory; clients still have the option of communicating with us in more traditional ways if they prefer."

Martin says, "IRIS OpenSpace is remarkably easy to use - pretty well foolproof, in fact. The costs-savings are substantial, too, especially when you factor in rising postage costs. We save on all the outgoings associated with using paper: purchasing paper, postage, printing and filing. I'd struggle to think of a reason why you wouldn't use IRIS OpenSpace to exchange documents with clients."

Summing up the value IRIS OpenApps have brought to the business, Martin says, "We've experienced a 50% increase in fee income over the past year, a large part of which can be attributed to using IRIS OpenApps solutions."

### **Solution summary**

- *A range of innovative solutions to complement the firm's core accountancy software*
- *Improved efficiency and cost control, while maintaining excellent service to Bon Accord clients*
- *IRIS OpenBooks supports collaboration with clients through online bookkeeping*
- *IRIS OpenDocs releases resources within the firm through the central sharing of client work and correspondence*
- *IRIS OpenSpace provides a fast, secure and efficient review and approval of documents*

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