




How Morgan Griffiths LLP Modernised Billing, Payments and Financial Control with IRIS Firm Management (IFM)



Customer Story





Morgan Griffiths LLP has been a long-standing IRIS customer, historically relying on desktop software to manage tax, accounts, practice management, time recording and job tracking. While the desktop system had served the firm well, its ageing billing capabilities increasingly limited their ability to operate efficiently. As Manager Andrew Hunt noted, *“We were so restricted in how we could bill our clients - we wanted to move to electronic billing and electronic payment, and we just couldn’t do that with our previous software.”* This constraint became more significant as client expectations modernised and compliance demands grew, pushing the firm to evaluate its technology stack more critically.

Highlights:

- Hours saved every week by replacing manual billing with instant electronic payments
- IFM cut credit control time from half a day a week to virtually nothing
- Staff capacity increased by reducing admin tasks, enabling a shift to higher value client work and growth



Limitations of outdated solutions

The firm's core challenge centred on outdated billing processes that required cumbersome manual workarounds. ***"We had this ridiculous process of printing the invoice and then going to our photocopier so that we can make a PDF copy,"*** Andrew explained, describing a process that was not only time-consuming but increasingly out of step with clients' digital expectations.





IRIS Firm Management launches Morgan Griffiths into the modernity

Morgan Griffiths was introduced to IRIS Firm Management (IFM) in 2024 and discovered that the solution aligned directly with their need for a modern, flexible system capable of supporting digital payments, cloud integration and streamlined workflows.

“We essentially needed a modern billing system,” Andrew said, noting that IFM offered exactly the functionality they were lacking. Although job tracking in IFM differed from their previous setup, they saw long-term value in adopting a system designed for cloud-era accounting workflows. Their early adoption also positioned them as an influential voice in shaping how IFM supports smaller practices. As Andrew put it, ***“It’s quite nice to feel that we are trailblazing in some small way here in mid Wales.”***



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Seamless implementation of IFM

The implementation journey was detailed but ultimately positive. With a project team and regular check-ins, the firm felt supported and informed throughout. ***“The actual implementation went really, really well. I’ve got nothing negative to say,”*** Andrew reflected. Because Morgan Griffiths sits outside IFM’s typical larger practice demographic, the training evolved into collaborative working sessions where both sides refined processes. This approach helped IRIS better understand the needs of smaller firms while enabling Morgan Griffiths to tailor IFM to their workflow in real time. Though some elements required iteration, particularly job tracking, the firm appreciated the transparency and responsiveness throughout.



Hours saved through IFM's efficiency

The introduction of IFM has transformed the firm's operational efficiency, beginning with billing. ***"The big success of our IFM rollout is the revolutionising of the billing,"*** Andrew shared. Managers can raise invoices quickly, deliver them electronically and accept payments without friction.

Andrew tells us, ***"IFM has completely flipped our credit control. The number of late-paying clients has become tiny compared to before. Credit control used to be a regular occurrence, maybe taking half a day a week to virtually nothing now."*** The practice now sees payments arrive faster, more consistently and with far less administrative effort.

IFM has given Morgan Griffiths more reliability in the most overlooked yet fundamental aspect of keeping a firm alive – receiving payments. ***"Billing can be such a time suck, which you don't want it to be because that eventually comes away from your profit. These things should be super simple to do, and we've definitely achieved that now. That's the biggest success of IFM for us so far."*** Andrew remarked, highlighting the opportunity to shift focus away from purely time-based billing.

With job tracking developments progressing and deeper reporting capabilities on the horizon, the firm expects the coming year to unlock further improvements in visibility, profitability analysis and resource planning.





Looking Ahead

Beyond day-to-day efficiency, IFM has created a stronger foundation for the firm's strategic evolution. As digitalisation accelerates and real-time data becomes more accessible, the partners recognise opportunities to move toward subscription-based service models and value-based pricing.

With MTD on the horizon, the groundwork laid by IFM gives Morgan Griffiths confidence in the path ahead. Andrew says, ***"I think that MTD presents an enormous opportunity for us, particularly in getting clients in a much better place where they're getting closer to real-time information of how their business is going."***

Choosing the right solution has empowered Morgan Griffiths to focus on what truly matters – delivering exceptional support to their clients and driving their firm forward with confidence.

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can benefit your business today

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