



## CASE STUDY: TaxAssist Accountants

### TECHNOLOGY SUPPORT PAVES WAY FOR PAPERLESS ACCOUNTANTS

Accountancy isn't a profession traditionally associated with a paperless office, but then Terry Peachman, an award-winning franchisee for the UK's largest network of accountants, is not a man to shy away from technology.

And although the former bank manager who set up his first TaxAssist Accountants office on Newport in Lincoln over six years ago and has seen his business grow year-on-year by 30%, he was still keen to find out what Technology could offer him and his clients.

"With the business spread over two sites now, I was really keen that we got the right technology and communications in place so that we could operate efficiently regardless of location."

#### IT adds up

In total, Terry was looking to spend £22,000 on state-of-the-art technology. But without financial help sourced through Hub and Business Link, he would have had to shelf some of his plans for the time being after his upgrading the new premises.

"I was able to secure a grant for £10,000 towards the total costs. Without this considerable support, I would have had to scale back or delay implementing these systems for quite a while," Terry explained.

"And apart from the environmental considerations, as a company we're keen to improve our efficiency. Research shows that dual screens increase staff productivity by up to 30%."

The grant also helped pay for telecoms equipment which ensures seamless phone communication between office and home sites using mobile extension technologies, plus other customer-focused features.

Hub and Business Link has also recently helped Terry secure a further grant for £2,000 which has provided him with nearly half of the money he needed to invest in a computer back-up system along with further laptops and more licences for his employees to access the server remotely when they are working from home.



Terry was looking to introduce full electronic storage into the new office on Lincoln Road, North Hykeham so that client information and records could be accessed remotely from work or client premises and, to ensure complete flexibility, for employees working from home.



The plan was also to scan all incoming post which would be filed electronically within a central database, with search and retrieval capabilities, as well as bringing in dual screens so that staff could refer to electronic documents on the second screen whilst working on files on their main screen.



### **Space saver**

Terry added: "We wanted to reduce the space used for storing paper – we already rent a container full of archived documents off-site and we don't want to add to this. Since we opened our second office in April, business has increased by 30%, for example."

