

CUSTOMER SUCCESS STORY



Specialist cloud software, CCH iFirm delivers Integrated Practice Management Capabilities for ilumin

Summary

Company Profile

Name:	ilumin
Region:	New Zealand
Operation:	Financial Services
Products:	Chartered Accountants and Business Advisors
Employees:	18
Website:	http://www.ilumin.co.nz

Challenges

- To achieve integration across all of the practice
- Full mobile visibility into client accounts and practice management reports offsite

Solution

- CCH iFirm Practice Manager
- CCH iFirm Tax

Established in Wellington in 1988, chartered accountants and business advisors ilumin, differentiates its 18-person practice with a tailored set of accounting packages designed for businesses of all sizes, and suitable for operations from anywhere in the world. ilumin also provides a comprehensive range of corporate and accounting services including business sales and valuations, all the way to risk assessment for its loyal customer base.

The busy practice had previously implemented the CCH iFirm tax solution to streamline the preparation and filing of corporate taxation returns with the New Zealand Inland Revenue. With the learning curve complete on integrated workflow and automation processes, the directors at ilumin felt well positioned to implement specialist cloud software to streamline its practice management outcomes.

Up to five stand-alone software packages were being used previously by accounting and administration team members on a daily basis however they did not provide the insights the practice required to modernise the way it ran its own operations. They wanted further integration of job management to reduce the costly multiple handling of documents and a roadmap for greater efficiency.

CCH iFirm upgrades the integrity of job scheduling and allocation

ilumin has enhanced the integrity of the practice's job scheduling and allocation to accountants with CCH iFirm. In relation to recurring jobs CCH iFirm Practice Manager has streamlined the planning of these annual activities and the practice has a better understanding of current workloads for each accountant and timing of work for clients.

The upside is that accountants have more autonomy over managing their workloads and as CCH iFirm Practice Manager alerts them to upcoming jobs, the team have the ability to prioritise and plan their day's work as well. The practice can reallocate or reschedule jobs based on team workloads and clients' needs.

Director, Sue McPherson confirmed that challenges such as scope creep, lack of visibility and resource allocation have been soundly solved with CCH iFirm:

We now have the capacity to integrate the details of the job with the time and cost, and then link to the invoicing process. This has had a positive outcome on our bottom line. We now think in the philosophy of jobs and allocate the resources, timeline needs and responsibilities for keeping us on track to the whole team. It's a cultural shift but one that everyone has welcomed.

Sue McPherson, Director, ilumin

The jobs-based philosophy has provided a level of accountability and autonomy for staff. Each member of the team is now accountable for their time allocation and understands when they reach an agreed time budget, they need to own all internal and external follow ups to ensure that the job remains on time, on budget and is not impeded by an internal bottleneck.

The expanding paperless functionality of CCH iFirm

The practice has also seen an impressive reduction in paper files with CCH iFirm, consciously contributing to its goals to improve its green footprint whilst enhancing the accuracy of the client data.

With new clients or new jobs, a series of dynamic fields assist with the population of details – so once entered in the database, the administrator and other accounting team members receive email alerts and can easily link into the information. No longer do paper files need to be distributed throughout the office to establish, update or amend accounts.

Specialist practice management software insights go mobile

For ilumin the visibility of an overall practice management solution was the goal but the visibility they achieved was better than they expected.

A key benefit with the CCH iFirm specialist cloud suite for professional accounting is the ability to access data anywhere at any time – on the go visibility. The directors and accountants can now access information at their fingertips whether they choose to work from home, or address direct queries from clients when on-site:

We work with some highly dynamic and entrepreneurial clients all incorporating technology into innovative services and solutions themselves. They definitely expect us to at least be able to match this with the management of our own practice.

Additional benefits for this new system include improvements in underlying data quality and the ability to report and measure our productivity goals for write ons and write offs, the management of individual workloads and capacity levels and the management of debtor days. The ability to do away with mailing of paper invoices has not only reduced paper, it has freed up our practice manager to better support our clients. It's a win-win on many levels.

Sue McPherson, Director, ilumin

CCH iFirm is the next-generation cloud-based suite of software allowing accountants to run more efficient and profitable firms. The CCH iFirm suite includes Practice Manager, Tax, Client Accounting, Web Manager and Document Manager.

Contact us for a live demonstration ... anywhere in Australia and New Zealand

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