

**Haines Watts** Kingston is a professional firm of Chartered Accountants based in Kingston upon Thames, Surrey, UK and part of the Haines Watts national network ([www.hwca.com](http://www.hwca.com))

Established since 1936, the Kingston office provides a professional service to both businesses and individuals. Partners have always sought to give customers a friendly and personal service of the highest standard.

The current Kingston team is young, enthusiastic and has now grown to a total of 30 people located in a four-floor office building. The team has a wide range of experience and expertise, and can offer in-house specialists and diverse professional services.

The use of computers has naturally expanded enormously over the last decade or so. As Andrew Wordingham, Partner responsible for their IT explains "like many accountancy practices we originally started with stand-alone PCs, but our system has nowadays become sophisticated with a practice-wide Microsoft-based network running applications such as IRIS accounts preparation."



Andrew Wordingham

**The Problem:** The introduction of computers has significantly contributed to the efficiency of tax and accounts work and provided the capacity to take-on more clients. However, this has increased the problem of client paper files storage, which takes-up expensive office space and costs staff time and effort to file and retrieve when necessary.

The Partners looked at a range of solutions for digitising and storing paperwork for the Practice, and did trial one system for a short time in 2003, but found it did not meet their requirements. Says Andrew "we seemed to be caught between requiring a reasonably comprehensive and suitable document management system, but one which at the same time did not break the bank".

**The Solution:** During 2004 at a Chamber of Commerce meeting Andrew heard of DocuSoft and requested a presentation, which was given by a local DocuSoft reseller Copycare IT. Says Andrew "during the presentation I was struck by the ease of use of the software and the fact that it provided just the right mix of facilities to meet our needs. The pricing also fitted our budget and the total mix of software, hardware and services on offer seemed right". After two further meetings and presentations the Partners Andrew Wordingham, Jim Demetriou and Andrew Bodkin decided to place their order.



Andrew Bodkin

**The Result:** Within two weeks, the DocuSoft system was up and running. Says Andrew "we took the decision to start promptly." Both incoming and outgoing post is scanned, whilst e-mails and other electronic documents are also indexed and stored. Says Andrew "previously if I was out of the office for a couple of days I would come back to a pile of post on my desk. *Now, I can simply review it on screen, and forward it internally through the computer network as appropriate without having to run up and down the stairs. The introduction of DocuSoft has distinctly improved my working life*".



Jim Demetriou

Whilst Jim Demetriou comments "I have been extremely impressed at the speed with which the DocuSoft support team has not only responded to queries I have raised, but also produced working operational solutions in the software. *Switching to a more 'paper-free' way of working is an ideal to which I have aspired for some time now, but it is also a cultural working change too. DocuSoft is helping us to make that change.*"