

Westbury, London EC1



Westbury is a firm of accountants and business advisers that has come a long way from humble beginnings in Holborn in the 1930s. Now the London City-based firm employs 50 staff and is proud of embracing change and technology. From blogs to Twitter, the Westbury partners are very enthusiastic about new ways of communicating what they do and how they do it.



Nicki Pearson has been with Westbury since 1998 and a partner since 2005. Fresh back from maternity leave she was tasked with finding a way of curbing the volume of paperwork and making it more accessible to staff as well as making the service to clients more efficient.



“As a new mum I had much to benefit from looking at ways to improve remote working. By having the majority of our case work stored electronically, it has become much easier for anyone wanting to keep an eye on accounts outside of usual office hours.

“It has been increasingly successful, but like anything you have to work at it a little bit – don’t expect an overnight transformation! Because of having off-site servers and issues with our internet connection it was a little complex but it was well worth the effort.

“We took the decision not to scan in older files but in time we will significantly cut back on the area we need for storage. At the moment that is considerable with some 16 double-doored cupboards stuffed full.

“We saw DocuSoft as the long-term solution, as off-site storage is expensive and just not practical when you want to retrieve information easily. It came highly recommended from a contact who is an IT expert. While we considered several systems DocuSoft just did everything we needed and had much easier search filters. It is very user-friendly and as soon as the post is scanned in it just appears in our In-Trays.

“It has made passing information between colleagues much easier. For example, a reminder notice from Inland Revenue is scanned in and just emailed to a client. Everything is much more streamlined.”

Managing Partner, Keith Graham added: “Over the past few years the firm has grown dramatically in size. This has brought with it a huge increase in the volume of paper and therefore the need for both onsite and offsite storage.

“So document management, using sophisticated scanning techniques, was the first step in both removing paper and increasing our ability and speed to find documents that we require. Implementation was of course not without its teething problems, the most important of which was the establishment of internal procedures – what gets scanned and at what stage in the process? Nevertheless, after just a few months of operation, the system is settling down and all users are finding it has improved their working efficiency.”



More information on Westbury is available at www.westbury.co.uk and www.madesimplegroup.com.

For more information on the DocuSoft system or to arrange a presentation simply send an e-mail to: info@docusoft.net or visit www.docusoft.net and submit a request or phone **020 8339 6124**.

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