

Out with the Old, in with the New

Virtual Cabinet and Hosted Desktop UK 'make life so much easier' for accountants, Morgan Cameron.

The Situation

The Witney based accountancy firm, Morgan Cameron, has discovered that ditching legacy software and servers has made 'life so much easier'. A considered approach to IT had enabled the firm to work productively and efficiently until about two years ago but the document management system, everyone had such high hopes for, had become a constant source of frustration. According to Alan Thornton, Director, 'every single member of staff cited it in staff appraisals as a real hassle' and at about the same time the server was on its last legs and needed replacing.

Instead of pressing on with a legacy document management system that was past its sell by date and just replacing the server with a new one, the decision was made to change both and Morgan Cameron has not looked back.

When it came to choosing a new document management system, the team decided to call in the Lindenhouse team as Alan had heard a lot about Virtual Cabinet from other accountants at various conferences and road shows.

"We chose Virtual Cabinet because it is intuitive and easy to use and we haven't been disappointed," Alan says. "Others we looked at were a bit too dictatorial and the installation and training were expensive."

Since its installation, Morgan Cameron has halved the number of filing cabinets and has found that the new modern office building it recently moved to, is larger than it actually needs.

"We thought we would be pushed for space moving into a building that is 15% smaller than the last one, but that's definitely not the case and we could have gone even smaller," adds Alan.

Morgan Cameron is a niche firm that works with a large number of individual tax clients including Foreign Office employees and expatriates. Because security is so important when communicating confidential financial information, the integrated document portal in Virtual Cabinet is invaluable and provides the means to communicate securely with a client base that extends to 50 countries.



NUMBER OF USERS

14



NUMBER OF OFFICES

1 + Remote



MAIN APPLICATION

Lindenhouse Virtual Cabinet



SERVICES SUPPLIED

**Hosted Desktop
Hosted Exchange**

HDUK CASE STUDY: Morgan Cameron

“Post can take weeks and we need to ensure that documents reach our clients quickly and securely. For business clients, all the documents that are destined for Companies House are also sent using the document portal because there is a much faster turnaround. We are using the document portal more and more.”

The cost savings of using the Virtual Cabinet document management system are derived from increased productivity, improved efficiency and considerable savings in postage. Staff no longer struggle to find information and the software is far more intuitive than its predecessor. With the introduction of RTI, the firm expected operating payroll costs to rise but Alan says that in reality, they have gone down and this he attributes to use of the document portal in Virtual Cabinet. “We find management of the 50/60 payrolls smoother and it is easier to get the appropriate approvals with use of the document portal.”

All the software in the practice is now hosted by Hosted Desktop UK and cost savings are very much part of the attraction. Alan Thornton, Director, says,

“We no longer pay for IT support as it is included in a monthly fee and in reality it is not as expensive as our old system.”

The virtual desktop provides a mirror image of the PC desktop and allows the team to do everything they used to do at the same speed. Although the broadband speed in Witney is not as fast as in some parts of the UK, the practice does not find it affects performance in any way.

The ability to work remotely has proved to be a godsend and not long after the hosted system was installed, a valued member of the team got married and said she would have to move to Portsmouth where her husband was working. Instead of losing her, she now works from home where she can log on exactly as if she was working in the office. “It makes life easier,” Alan says. Even when away on holiday, Alan and his wife, a fellow director, feel they can log onto the system for a few minutes a day and see what is going on. “We enjoy the holiday more because we know everything is running smoothly.”

One of the main advantages of going the hosted route is that the practice no longer has to worry about installing software upgrades as Hosted Desktop UK looks after all of that and if there is an IT problem, they no longer need to pay for IT support. “Our costs are substantially reduced as we no longer need to pay for external IT support if we are having issues and within 15 minutes of a call to Hosted Desktop UK, they have usually resolved the problem. The support from both Lindenhouse and Hosted Desktop UK is very good and we never have to wait a long time.”

The advice from Morgan Cameron to other accountants is that running Virtual Cabinet and all the other practice software in a hosted environment is a ‘bit of a no-brainer’. We feel that the choices we have made are in line with best practice advice and current opinion and have no hesitation in recommending Virtual Cabinet and Hosted Desktop UK to anyone.”

 **morgan cameron**
chartered accountants



Summary of Benefits:

Cost savings	✓
Remote working	✓
IT support included	✓

HDUK CASE STUDY: Morgan Cameron

About Lindenhouse Software

Combining in-depth expertise with innovative document management technology, Lindenhouse Software (www.lindenhouse.co.uk) is one of the UK's leading developers of electronic document management software for industry and commerce. The company has a particular speciality for providing seamless integrated solutions that save time and money for professional firms, including Accountants, Insurance brokers and Financial Advisors.

Their Virtual Cabinet solution (www.virtualcabinet.co.uk) combines industry strength document management with secure client communication and the electronic sign-off of documents through an integrated portal. This innovation represents a major step forward in the professional markets served by Lindenhouse.

Lindenhouse is part of Reckon Limited, a \$91.3 million publicly listed Australian company providing award-winning business management solutions for the wealth management, SOHO and SME and accounting sectors.



About Hosted Desktop UK

Hosted Desktop UK specialises in providing hosted services to the professional sectors. Hosted desktops enable remote working with constant access to all your data and applications, safe in the knowledge that your files are secure and backed up with excellent IT support available.

Customer comments:

"Right from the initial call we were impressed with the team and the superior service offered. The team at Hosted Desktop UK have a knack of making everything uncomplicated and straightforward which we really like."



Alex Howarth, Pearson & Associates Accountants

"Our software is always up-to-date as Hosted Desktop UK take care of this for us. Working this way has streamlined our IT processes and taken away the headache that can sometime be associated with IT"



Tim Hague, Owner of AFB Accountants & Business Advisors

"We have been really pleased with the service offered, especially super-fast responses to any queries we might have – Hosted Desktop UK usually answer queries well within half an hour, which is a pretty quick turnaround by anyone's standards."



Richard Winters, Partner at Winters & Co Solicitors