



INVU IN ACTION:

A Lindenhouse Case Study

Half-Penny Accountants Egham, Surrey

Half-Penny Accountants is a successful and acquisitive practice, headquartered in Egham, Surrey. Established in 1989, the firm provides client services and advice to owner-managed, small to medium-sized businesses as well as private individuals. It also offers a specialist tax service. Half-Penny Accountants can quote fixed fees and its stated aim is to provide a prompt, efficient and friendly service to every client. Over the years it has built up close associations with banks, independent financial advisers, insurance brokers and solicitors.

"We offer a wide range of services to a variety of clients," says practice manager Simon Beardmore. "These services include accounts & audit, bookkeeping & VAT, payroll, tax planning & returns, rental accounts and business start-up advice. Our clients naturally demand the highest professional standards from us and we have always adopted a positive view of the contribution that technological advances can make to delivering efficient and cost-effective services to clients."

Following the successful transfer of an outlying office in Frimley Green to the Egham HQ, Half-Penny Accountants faced the prospect of outgrowing the premises as the merged practice continued its expansion. The paper records accumulated over a long period by two busy offices were soon identified as a major contributor to the pressure on office space at Egham. A document management system would help to overcome that as well as speeding access to client records on-screen. Simon Beardmore explored the merits of three competing systems, including Invu from Lindenhouse.

"In the event, we chose Invu," he explains. "We were convinced that it represented the best option to meet our list of objectives. We wanted to back-scan systematically all relevant documents from our files, so that access to our records would be comprehensive. We wanted to save office space and we wanted to eliminate labour-intensive manual file retrieval. We also demanded the assurance that our chosen document management solution would, if necessary in the future, integrate readily with the IRIS system already in place. Lindenhouse specializes in system integration solutions and was able to provide the assurances we needed on all counts, with the track record to back them up."



"Installation went more smoothly than I would realistically have expected, with the Lindenhouse team on hand to smooth out the few wrinkles that invariably emerge as a system is adapted to the complex needs and modus operandi of an individual business. The system is now fully in use and at no stage have we had reason to regret the choice of Invu from Lindenhouse. We have been impressed with the help and technical support provided throughout. This also extends to the training of Half-Penny staff by Lindenhouse in the operation of all aspects of the Invu system."

Half-Penny Accountants' main Invu system users are all enthusiastic about its capabilities and its ongoing potential. The benefits in space saving and more efficient deployment of staff resources are already evident, with more gains to come. Completion of the back-scanning operation will enable Half-Penny Accountants to dispose of the last of its old paper records and the 12 associated filing cabinets, freeing up 48 sq ft of floor-space at £15.45 per sq ft per annum. The practice will then be poised for further growth without fear of inundation by reams of paperwork. Rapid access to its complete records on-screen is a major plus for staff and, in turn, clients as well.

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About Lindenhouse - Holders of the first ever Invu Centre of Excellence Award

- Lindenhouse provides quality IT products and services to a wide range of clients. The company is an Invu solution provider and develops bespoke software to provide integration to all insurance/financial services back office systems. Lindenhouse is a Premier Partner of Invu Services and is the world's largest reseller of Invu software. This year, Lindenhouse is very pleased to have received the first ever Invu Centre of Excellence Award. The award shows Lindenhouse's commitment to providing customers with the highest standards of service and provides considerable benefits from Invu – including priority dispatch of new software and priority technical support - that can be passed on to Lindenhouse customers.

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