

# Jaynes & Co

*Established in 1997, Jaynes & Co is a well established firm, with a reputation for providing first-class service.*

*Disappointed by the lack of support on their Sage accounting software, this thriving Braintree firm made the move to IRIS in 2012 and hasn't had a moment's regret.*

Sole practitioner Elizabeth Coeshall and her loyal team of four staff provide services including auditing, taxation and business advice to nearly 300 clients in the South East of England. The firm is also an approved training office for both the Institute of Chartered Accountants in England and Wales and the Association of Chartered Certified Accountants.

Over the years, Elizabeth had often considered using IRIS software, recognising it as a superior product. However cost was always a limiting factor.

Until October 2012, the firm used Sage software. At that point, Elizabeth took the decision to migrate: "We reached the stage where enough was enough. We'd had plenty of sales calls from Sage, but they weren't so hot on support. We felt they were always holding back and never seemed to be able to give us a clear answer."

Elizabeth admits, "We chose a challenging time to migrate. We were just going into the busy season and needed to get up to speed very quickly. Fortunately, the software was very easy to learn and the day's training we had from IRIS was very helpful. In fact, it's a testament to just how good IRIS is that we were able to pick up and run with it under such pressure. We also had assistance from IRIS during the migration. There was always someone we could ask for help."

### **What a difference a year makes**

Today, Jaynes & Co use a broad range of IRIS products in their client work, including Accounts Production, Business & Personal Tax and P11D Bureau software, as well as Time & Fees to accurately record time and bill clients. The team also provides a payroll service for around 40 clients, and Elizabeth notes that the IRIS payroll software works well.

Elizabeth says, "All the team quickly became competent and confident in using the software and we find IRIS generally very easy. In fact, we enjoy using it. It all works well and we've had to make very few calls to the IRIS support desk."

Outlining some of the IRIS functionality that assists the Jaynes & Co team in their work, Elizabeth says, "The integrated database on IRIS is brilliant. For example, if you make a change in the Accounts Production module, it automatically flows through to the tax return. Not only does this save a huge amount of time, it means we don't have to remember to align all the different records. IRIS does it for us, and improves data accuracy at the same time. We didn't have this capability on Sage and it's proved a big benefit in moving to IRIS."

*"A year down the line, we don't have a moment's regret about our decision to move to IRIS. We feel much better prepared for the annual busy season this time around and are looking forward to reaping the full benefit of moving to IRIS."*

Other advantages of using IRIS noted by Elizabeth and her team include better tagging on corporation tax and improved online filing with Companies House. They also find accounts production very straightforward and more intelligent than Sage.

### *Seeing where the time goes*

Using IRIS Time & Fees helps Elizabeth to keep control of her growing practice: "In the past, we had to enter data onto a spreadsheet and then transfer it into the Sage software. Now we can record the time we're spending straight onto IRIS. It's another time-saver in a busy practice. We can then see at a glance how much time we have spent on client work. The billing decision report is also very easy to run and very good."

As this year's busy season approaches, Elizabeth comments, "A year down the line, we don't have a moment's regret about our decision to move to IRIS. We feel much better prepared for the annual busy season this time around and are looking forward to reaping the full benefit of moving to IRIS."

### **Solution summary**

- *Training and support from IRIS to make a smooth transition*
- *A broad suite of products to help the Jaynes & Co team efficiently deliver excellent service*
- *Integrated database minimises data entry, saving time and increasing productivity*
- *IRIS Time & Fees module ensures accurate billing*