

Ward Williams

Ward Williams grows its business not its overheads with IRIS OpenResourcing

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From its offices in Weybridge and Uxbridge, Ward Williams Limited has a wide client base of small and medium sized businesses. As a progressive firm of chartered accountants, Ward Williams seeks to increase efficiency in the way it delivers a range of business services to clients, while at the same time maintaining its commitment to high standards.

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Reduced overheads

Phil Grainger, Managing Director of Ward Williams, traces how the firm's use of the service has expanded over time: "Initially, we called on IRIS OpenResourcing for about 200 hours of work over the first couple of years. It's worked so well that today, in our ninth year of using the service, we use that number of hours every month."

Asked to quantify the savings accrued by using IRIS OpenResourcing, Phil says, "If you crunch the numbers, it saves us the cost of employing two people, who would be on a salary of £20,000 to £25,000 per person per year, plus all the associated overheads. It makes sound economic sense for us to use IRIS OpenResourcing."

Streamlining routine work

Phil points out that the benefits of using IRIS OpenResourcing are not solely in the area of saving costs: "It can be much more difficult to get the right calibre of person in the UK - someone who is qualified and prepared to do a good job on essentially routine accounting activities. I was able to see the IRIS OpenResourcing operation in action for myself when I visited the Chennai office and I was most impressed by the efficiency and professionalism of the organisation."

Phil has been pleased with the consistency of the working papers he receives back from India: "It's fantastic. Regardless of which person actually does the work for us, it's all standardised to the same high quality and we can trust the output. At the same time, our in-house resources are released to concentrate on higher value work."

While IRIS provides UK-based account managers, as a long-term user of the service Phil has built his own close working relationship with the IRIS OpenResourcing team: "Right from the start, we were promised that the service would be tailored to meet our requirements, rather than having to align our way of working to theirs. We've fine-tuned our collaboration over time and it all works remarkably smoothly. However, it's very reassuring to know that the service is backed by IRIS, one of UK's leading suppliers of accountancy software - though you don't need to be using IRIS accountancy software to use IRIS OpenResourcing, as the service covers a number of different vendors."

Phil is clear about the benefits, "IRIS OpenResourcing has become an integral part of Ward Williams and a valued extension of our team. It's like having additional employees who work in exactly the same way as we do and to our standards, but without the overheads."

Solution summary

- A flexible service that allows the firm to take on more client work without increasing overheads
- Access to highly professional, UK-trained staff
- Working papers produced to a consistently high quality
- Complete control over costs, with a clear, predictable pricing structure

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