



‘With so many threats, practices like us can’t afford to risk losing client data’

Braham Noble Denholm & Co

Customer Profile

Braham Noble Denholm & Co, a practice of Chartered Certified Accountants based in Wembley, was set up over 35 years ago. Run by two Partners, and with a loyal customer base of more than 800 clients, the firm is passionate about providing a personal approach when delivering tax and compliance services.

Overview

The firm came uncomfortably close to losing key client data and missing vital compliance deadlines when a fire and resulting power surge struck, forcing the office to shut for a week. They needed a solution to ensure that no matter what crises occur, data is protected, backed up securely, and staff can meet vital client deadlines.

Solutions used

- > IRIS Hosting
- > IRIS Accountancy Suite
- > IRIS Practice Management



Challenge

When a fire occurred earlier this year, causing a massive power surge, and ruining key IT equipment, Braham Noble Denholm & Co was forced to shut down at a crucial time, with VAT returns and payroll deadlines imminent. Staff could not work for about a week.

Practice Manager Vij Mit says the problems also took an emotional toll: *“We were very anxious - staff would come in and then had to go home. There was a lot of anger, resentment, recriminations.*

Clients were on our case, we had to complete payroll and file VAT returns that same week and staff were under lot of pressure.”

It took two weeks to return to **“some degree of normality”**, he explains. Similar problems occurred two years ago when building contractors cut into internet cabling at the end of busy season - on 31 January. Both situations resulted in lost revenue and staff hours.



Approach

The practice realised it needed a solution to ensure the business could continue unaffected in future, no matter what happened to the office. It weighed up various options, such as a cloud desktop product, a new server or VPN. The firm had already been discussing options with IRIS, but cost was a concern. However, the bigger worry was a repeat of the troubles caused by the power surge:

“Fortunately the fire happened after 31 January and self-assessment. Just imagine the penalties we’d have incurred as a result of a failure of hardware on our part, not to mention paying for staff not to work.”

With £100 fines for every late filing, a firm with 100 clients could be looking at a £10,000 bill, he points out. So, despite previous reluctance from Partners, it was clear IRIS Hosting represented the best option.

IRIS. Look forward

With so many threats, practices like us can't afford to risk losing client data

3



Solutions

"Looking back at the troubles we had in having to shut the office, we understood that with a hosted desktop solution, staff could have gone home to work instead of us being forced to stop," explains Vij.

Much improved data security and backups were another huge benefit of moving to IRIS. Vij says he feared data could have been lost forever as a result of the fire and potentially *"that would have been the end for the practice"*.

He says: *"What I'd say to other small practices is, can you really afford to lose your client data? That would be game over and this fear is the critical factor for us, and I'm sure many others. There are so many threats – ransomware, hackers and so on. Now with IRIS, I know with certainty that our backups are working, my data is now protected from cybercrime, and we can be in any place we want and still operate."*

"I think a lot of practices take it for granted when it comes to back-ups. If you have your computer held to ransom - and I've known some who have - then, at best, you're looking at a rebuild taking two to three days."

Another problem solved is emails – previously lost - are being successfully saved. What else does his firm like about IRIS Hosting?

"The fact it is invisible, and our set up looks and feels exactly the same, meaning we can just carry on with work as normal, and there's no need to learn anything new. There are no compromises, just benefits, like the fact it is quicker than the old server."

Excellent customer service from IRIS' support team had also made a big difference, says Vij: *"We are very grateful to Greg (Senior Account Manager), Alyssa and Aaron."*

IRIS. Look forward

With so many threats, practices like us can't afford to risk losing client data

4



Results

The firm started with IRIS Hosting just as the coronavirus lockdown was initiated. The practice is assured now it can cope with whatever the world throws its way.

"Our investment in IRIS is a long term solution and using it gives us more flexibility. It doesn't have to be COVID-19, it could be all kinds of things that can happen to the practice at any stage."

"Besides these benefits, as someone who manages the practice, it has reduced our dependency on outside IT contractors, as well as reducing our hardware costs. I believe IRIS Hosting is a much better solution, than having your own server or a VPN. Going forward, it is going to have a positive change for the way we work."

So, how does Vij sum it up?

"Partners and staff are delighted with both how IRIS Hosting works and the service delivered when the coronavirus lockdown came in. The set up was quick and smooth, and the IRIS team have been exceptional."