


IRIS Outsourcing supports McDade Roberts' growth over 25 years



Customer Story





McDade Roberts, a well-established accountancy firm based in Preston, has been a loyal IRIS customer for around 25 years – dating back to when the firm's founder, Phil McDade became one of IRIS' earliest customers. Today, Director Martin Garry reflects on this long-standing partnership, sharing how IRIS has not only supported the firm's growth but evolved alongside to meet changing needs and challenges over the decades.

Highlights:

- Over 25 years as a loyal IRIS customer
- IRIS Outsourcing introduced in recent years and enables McDade Roberts to maintain growth as a firm
- Costs saved on recruitment and training of internal staff



A reliable partner in outsourcing outsourcing

In the current market dynamic of a talent gap, accountants are made to explore other opportunities to maintain growth. Martin tells us that the firm explored outsourcing talent post-Covid times. He says, ***“on the back of Covid, there were some issues regarding access to staff. I think throughout the industry, there were lots of accountants who opened their eyes to different opportunities.”*** Martin continues, ***“It was hard to keep up with training people and meeting new demand from client’s needs, so we had to explore all options.”***

IRIS Outsourcing offers businesses’ secure and professional expertise in delivering accountancy and payroll tasks, including statutory accounts, bookkeeping, payroll, tax returns and audit support. McDade Roberts have been using IRIS Outsourcing for around two years and have seen plenty of benefits.

“The main thing that we found is consistency - It’s there, it’s on. It’s in the background doing its thing, and means that over periods like Christmas, our staff can enjoy that work-life balance but the work is still being done... outsourcing keeps the work churning.”





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A partnership that only grows stronger

Outsourcing is a cost-effective solution for businesses facing talent shortages, offering access to skilled professionals without the overhead of recruitment and training. IRIS Martin tells us, ***“In terms of costs, IRIS Outsourcing helps us to save on the big recruitment and training fees, which is a big benefit for us.”***

The relationship between McDade Roberts and their outsourcing team only gets stronger. Martin says, ***“You’ve got to treat it as a partnership. As you would do with any key stakeholder, we’ve got to do our bit and they’ve got to do their bit. There are ways to optimise and get better at it all the time. So, as we continue to develop the relationship, we’re seeing that they know what we’re expecting, and we’re giving them what they want first time. I think that’s the key to making it a success.”***



Decades of trust

Martin accredits this 25+ year partnership between McDade Roberts and IRIS to an array of reasons. In particular, he tells us that ***“having everything in one place adds efficiency and reduces the risk of error. When the system is built into what you do, everyone is trained with it and it works well, then it’s difficult to find justification to rip it up and start again! IRIS has always served us well in terms of meeting client needs.”***

Martin says, ***“The support we’ve had from our account manager has been brilliant and we are never made to feel like a cog in a wheel, it’s a great partnership and we would highly recommend.”***

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