

Inform Direct contributes to success for growing accountancy firm

A rapidly-expanding accountancy practice which switched to Inform Direct's company secretarial software a few years ago is finding an increasing number of benefits as it grows its business.



Devonports is located in Southend-on-Sea and Saffron Walden and, following a merger, recently added a third office in Billericay. It currently has around 600 limited company clients on the system.

Keeping ahead

Managing Director of Devonports, Ian Hornsey says: "I am a great believer in using the best tools for the job and not having 'all your eggs in one basket'. As well as providing the best company secretarial software on the market, Inform Direct is also good at anticipating and keeping ahead of what we need as a busy practice, adding timely enhancements to the software in response to changing market needs."

It was at the Accountex exhibition several years ago that Practice Manager Rachel Jones first met members of the Inform Direct team. She knew immediately that it was the right solution for the firm which was looking to streamline its existing in-house processes and have greater flexibility and functionality.

To help Devonports switch to the new system, the Inform Direct support team carried out a bulk import of all the firm's clients ensuring that the practice was able to continue providing CoSec services without disruption.

On-screen support, step-by-step guides and the intuitive user interface helped to ensure the team were quickly proficient with the new system.

Easy to navigate

"Straightaway we found Inform Direct very user-friendly and easy to navigate to access the information we needed, integrating well with our practice processes. And very importantly, there is the back-up of their knowledgeable and friendly team if we ever need help," explains Rachel.

All of the users within the practice set up on the system have found the software very straightforward, whether it's for confirmation statements, new incorporations, share allotments, changes to directors or producing professional template documents such as minutes, resolutions and dividends.

Rachel adds: "Using Inform Direct, we save time on regular company secretarial work. It also allows us to easily handle more unusual, complex transactions, thereby adding value to clients and helping us provide a comprehensive, bespoke service."

More and more impressed

Several years on, the firm, which has grown to its current headcount of more than 20 people, remains impressed with the CoSec product and the way it is helping their business grow.

Ian says: "Inform Direct has not only supported our organic growth, but also made it easier for us to integrate a new office into our practice. Historically the Billericay practice had used a package that included company secretarial in its suite of programs – but as soon as we showed them Inform Direct, they loved it as much as we do and were amazed at what it could achieve for a very reasonable cost."

Rachel reinforces the value of ongoing customer support, concluding: "I always think the after-sales service is a key barometer of a good company and with Inform Direct this is consistently excellent. You often hear promises of 'back-up and support' during the sales process but this is genuinely the situation with Inform Direct and we greatly value having that ongoing reassurance if we need it."