

Weald Case Study

Knill James

Weald

PROFESSIONAL IT SERVICES

Client Profile

Leading independent accountancy firm Knill James, boasts over 100 years of experience in offering expertise to a national and international client base. With over 50 highly skilled staff, the firm prides itself in being one of the most forward thinking accountants in the UK.

"Weald has provided us with excellent IT support and advice, which has been key in contributing to the smooth running of our IT department. Not only have the demands on our time been reduced, letting us concentrate on our clients, but now we also benefit from

Weald's experience, so we are always one step ahead of any new developments in IT."

Nick Rawson
IT Partner

The Challenges

The priorities were to streamline core IT components to help staff work more efficiently and to reduce IT administration.

The Solutions

Weald familiarised itself with the firm's applications, staff and methods of operation. Having gained a full understanding, Weald then began to introduce and implement changes to improve both the software and data processes.

- **Analysis & Improvement** - A full repair of the networking and infrastructure to help create a faster and more efficient system.

- **Audit Software** - Improved audit applications were introduced for licensing and hardware inventory tasks.

- **Complete Service Provision** - IT helpdesk, emergency response contracts and out-of-hours cover was set up.

- **STAFF IT Outsourcing Agreement** - Regular reviews with the IT committee were introduced to help with ongoing IT issues and continuous development.

- **Tailored Solution Completely**

- **Unique to Knill James** - An Intranet system was implemented to provide a centralised information portal. This encompassed document management and taxation systems. Scanning was also used to improve space efficiency and encourage an environmentally friendly office.

- **Office Relocation Assistance** - Weald helped to plan, pre-test and move the IT systems to new high tech premises. This was achieved during a weekend which resulted in being online by Monday.



The Results

Weald has provided a fresh perspective on ever-changing technology processes. Investing in the latest technology and IT training has undoubtedly contributed to improvements in overall business functionality.

- A lasting relationship that has led to Weald becoming an invaluable IT partner.
- A reliable IT infrastructure has enabled the partners of the firm to concentrate on their clients.

- Much improved access to information via the Knill James Intranet site.

- Improved reporting developed with Knill James staff.

- A testimony to Weald's philosophy for the running of its outsourcing contracts - to act as part of a team.

This includes, getting involved, remembering that IT is there to serve business and must add value to justify its cost.

Let Weald improve your IT infrastructure and reduce IT downtime on your timesheets