10 steps to save your firm £30,000 in 2025

Presenters

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Recording | Email | Handouts | Questions

Agenda

1. The value of time

2. How to spend less time onboarding new clients

3. How to transform your internal operations

4. How to cut down on email admin for good

5. Even more ways to save your firm time

6. Questions & answers

Slide 1

When you're running a busy firm...

Nothing is more valuable than time

Slide 2

Difficulties clients face

- How can you help you and your clients navigate through this uncertainty?
- Consider advisory services
- Look at your firm's company structure
- Could you upskill your existing team?
- Utilise tech to automate admin

Slide 3

Onboarding

Slide 4

1. CH/CRO integration and e-signing

- Sync client details and deadlines from Companies House or CRO
- Use electronic signatures to save time on travel and meetings
- These let you streamline the client onboarding process for a smoother workflow

2. AML and risk assessments

> AML work can be monotonous

> Ensure up-to-date AML procedures, including record-keeping and staff training

> Utilise modern tools to simplify and automate AML compliance tasks for a more streamlined approach

AML ID checks

> Perform electronic ID checks to access comprehensive, up-to-date data

> Cuts down on paperwork and helps with GDPR compliance

> Quick process – will come back with either pass or fail result

Risk assessments

> Understanding your clients' businesses and assigning the correct risk levels can take up a lot of time

> Built-in questionnaires can streamline the process and assign accurate risk levels

> Choose industry-specific systems that allow detailed and secure data entry

> Keep assessments updated and securely stored in the cloud for easy access and compliance

3. Proposal and pricing software

> We're all guilty spending hours on the laptop trying to create the perfect proposal

> Use software to create professional, personalised proposals quickly

> Leverage built-in pricing calculators and e-sign features for more efficiency and accuracy

> This lets you present sleek, digital brochures that reflect your firm's unique style

Internal organisation

4. Spreadsheets

- Spreadsheets are prone to errors and inefficiencies
- Move client details, deadlines, and updates to a single system
- Use a task management system tailored to the accounting industry
- Excel's biggest strength it also its biggest weakness – it's everything for everyone

5. Records and deadlines

- Establish your own tax return deadlines earlier than the official dates
- Offer discounts for early submissions
- Use automated emails and texts to remind clients of upcoming deadlines

6. Communication

- Identify problematic clients
- Segment by grouping similar clients and plan accordingly
- Define clear boundaries and expectations for clients to follow
- Implement consequences for non-compliance to improve efficiency and respect

Emails

7. Chasing records and payment reminders

- Automation significantly reduces the time your team spends on routine email tasks
- Use technology to streamline record requests and payment reminder emails
- Implement software that sends automatic reminders when tasks reach their end dates

Let's do some math…

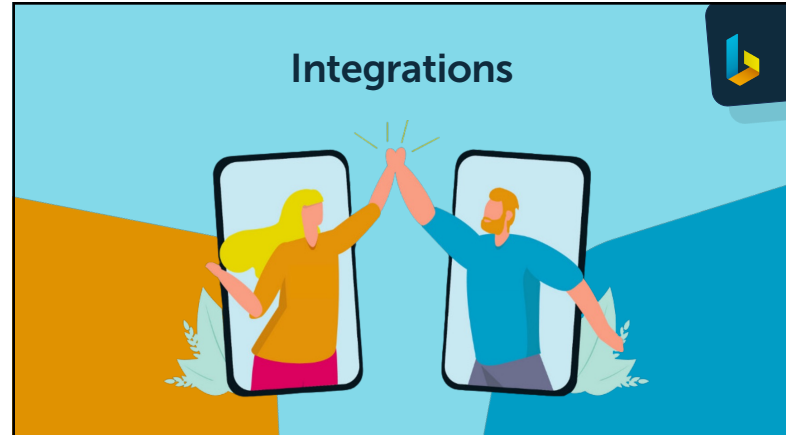1,500 hours   +   £30 per hour   =   £28,000 a year

Data security

8. Improve your online security

- Use GDPR-compliant portals
- Get an audit trail that tracks all client activity
- If a client opens an email or gives you a call – it's all tracked and timestamped
- Protects your firm

Integrations

How profitable is your firm?

9. Time management

- How accurate are your existing time keeping records?
- Effective time management goes beyond lifestyle factors; establish systems to track where valuable time is spent
- A cloud time management tool helps account for all time spent

What tech do you use?

> Customise tech solutions and prioritise automation to save time (akin to hiring a full-time staff member)

> Check user limits and ease of setup for your software

> Consider the best timing for moving, like the start of a new tax year

> Utilise demos and free trials to ensure it fits your firm's requirements before committing

Automation and AI

10. Prioritise automation

> Leverage smart automation to streamline operations and enhance client service

> Despite the availability of powerful tools like Xero's direct bank feeds, only about one-third of users take full advantage

> Automating routine tasks reduces operational costs, improves consistency, saves time, and opens up opportunities for more profitable, high-value service offerings.

Is AI just a buzzword or here to stay?

> While AI is gaining popularity, it is different from automation

> AI currently enhances existing functionalities, rather than serving as a foundational element, with only about 15% of accounting firms actively using or planning to adopt AI

> AI has the potential to transform accounting practices

What's the solution?

Practice management software

Automates a huge chunk of your firm's admin

Takes the 'bore' out of onboarding

Streamlines your firm's to-do list

Benefits

Companies House/CRO integration

AML ID checks and risk assessments

Comprehensive task list and workflow

GDPR-compliant client portal

Pre-written email templates

Automatic record chasing

Time tracking and profitability tools

Smart integrations to save time

Benefits

Emails: **1,500 hours**

Client portal: **1,200 hours**

Task list: **2,520 hours**

Time tracking: **672 hours**

Integrations: **100 hours**

Onboarding: **50 hours**

E-signing: **400 hours**

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Questions & Answers