



Adam Hickie, Lucraft Hodgson & Dawes, Sussex

Long-established firm gaining great success from 24/7 online access to all their documents from anywhere at any time



Lucraft Hodgson & Dawes has a strong heritage with a progressive approach. It has significantly increased its client base over recent years, whilst embracing the cloud and digitising its practice.

Employing 28 people across two offices in Brighton and Rustington, the firm is headed up by three partners including Adam Hickie, who joined the firm as a graduate trainee in 2004 before being appointed partner in 2014.

"As a long-established firm, we were starting with a lot of paperwork and client data stored in separate databases, so the move to the Thomson Reuters Digital Professional Suite has enabled us to become joined up," states Adam.

"The setup and the transfer across was great and they were happy to go above and beyond, staying late with us to collate information across our offices and from about 13 different databases."

After such a successful implementation, the firm became one of the first accountancy practices in the UK to install GoFileRoom, an advanced document management solution that allows them to easily store and manage documents electronically.

With GoFileRoom, Adam has found that productivity is up and "stress levels are down because we are much more streamlined."

GoFileRoom has helped the firm enhance its client security and communication trail, everything is integrated with Microsoft® Office so when people file their emails they automatically get copied into the system, with powerful search functionality.

Being able to access information remotely is a key benefit, so if staff are out of the office working on client data, they can access their correspondence, work papers, and information. According to Adam, "Everybody uses it from admin staff through to the partners. It's very straightforward and easy to use and everyone could see the benefits pretty quickly. But I think the main benefit is the speed and accessibility of information it gives us."

The firm's payroll in particular was generating a lot of paperwork from the processing of client payrolls. The fact they can now automatically send the reports to GoFileRoom with everything time and date stamped made a difference straight away.

"As an accountancy firm, we are seeing the tangible benefits of using technology," says Adam. "We've improved our efficiencies and as we grow and move with the times, technology is going to become more and more important over the next four to five years."

LUCRAFT HODGSON & DAWES

Adam Hickie
Partner

About

Established in 1947, Lucraft Hodgson & Dawes operates from two offices based in Sussex and specialises in personal, business, and family finance.

Website

You can learn more about the firm and the services they offer at www.lucrafts.co.uk.



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