

nFlow Strengthens Leading Position in the Accountancy Sector With Another Customer Win

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The best software productivity solution implemented in a long time, says professional accountancy firm Edmund Carr LLP

nFlow, a leading supplier of digital dictation solutions, today announced that Edmund Carr LLP, a leading South East based accountancy firm, has implemented nFlow as its Digital Dictation Software (DDS) solution of choice, replacing its traditional tape-based dictation system. Edmund Carr LLP chose nFlow for the solution's ability to deliver immediate productivity benefits to the firm. In addition, the proven feedback from current users of nFlow's DDS in the accountancy sector significantly contributed to Edmund Carr's selection of nFlow.

The nFlow DDS solution is facilitating greater business efficiency and reducing operational costs due to better utilisation of staff resources, faster turnaround time of transcripts, and better management and control of dictation tasks, all of which is contributing to an enhanced customer service from Edmund Carr LLP.

Edmund Carr follows close on the heels PKF LLP, ranked amongst the UK's top 10 accountants and business advisors; and Scott-Moncrieff, one of the leading Scotland-based firms, to deploy nFlow's digital dictation technology.

Stewart Martin, Partner at Edmund Carr LLP, said, "Given the volume of transcripts that are generated in the firm, it made huge business sense for us to take advantage of modern digital dictation workflow technology to realise improved efficiency gains. We are already seeing a greater utilisation of our secretarial staff and are now able to use the extra resource for other important business activities such as business development and marketing. In fact, this is the best software we have taken on recently - it has delivered instant productivity benefits to the firm, which will give us a definite advantage in the current economic climate.

"When we started looking for a digital dictation solution, based on our market survey and dialogue with innovative technology users in the accountancy sector such as PKF, it became amply evident that nFlow is the leading choice of solution in this sector. However, during our interactions with the company, we were very impressed by nFlow's understanding of the unique challenges in our industry, and the company's articulation of its strategic focus on the accountancy sector for the long term. All this combined made nFlow the best choice for our business."

The nFlow DDS solution is delivering significant efficiencies for fee-earners and secretaries alike at the firm. Fee-earners are able to prioritise tasks for secretaries based on client imperatives. Previously, secretarial staff were simply handed tapes with no idea of how long the transcripts were and what the level of urgency was. Now secretaries are able to view detailed information about the dictations provided and also receive Outlook-style alerts when tasks are due, significantly aiding efficiency and productivity. Also, because dictations are allocated in real-time, they are better able to organise workload and deliver more speedily, enabling fee-earners to offer an improved service to their clients.

These benefits will be even more pronounced during busy seasons such as January when tax returns are due. The bulk of dictations at Edmund Carr LLP are for letters and fee notes. nFlow will enable fee-earners to deliver personalised correspondence as opposed to standard letters, demonstrating attention to detail and a high level of customer care.

Rob Lancashire, Sales and Marketing Director at nFlow, commented, “There is a compelling business case for the adoption of digital dictation workflow technology in the accountancy sector, especially at this time when the pressure to reduce costs is at its greatest. In fact, the fixed fee nature of accountancy work makes the productivity gains from DDS solutions even more beneficial for accountancy firms than it does for law firms, where digital dictation technology is already mainstream. This is driving the adoption of DDS solutions in the accountancy sector.

“We understand the working practices of the professional accountancy sector, and will continue to evolve our solution to meet its changing business requirements. We are committed to this sector for the long term. This along with our attention to detail when it comes to exceeding client expectations is what differentiates us and is the key reason for our growing success in this sector.”

nFlow DDS is a work-flow based solution that includes microphone and headphone-related hardware, and offers an intuitive Microsoft Outlook-style interface. The solution can be deployed in both, Terminal Services or Citrix environments and utilises the industry standard Microsoft SQL Server. It also supports a wide range of mobile devices including BlackBerry and Windows Mobile.

nFlow is a leading developer of digital dictation technology with offices in the UK, Holland and Australia, and an extensive customer base spanning national and international territories across a range of professional services industries including, accountancy and legal. The nFlow approach and solutions ensure an effortless purchase and implementation process, drawing on a highly skilled team of technical, sales and support specialists. The teams are solely focused on delivering innovative solutions with industry-recognised, award winning quality service. nFlow provides consultation, technology and support underpinned by a framework of unrivalled industry knowledge, flexibility and understanding.

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