

# Case Study

## Company Snapshot

### Staff

35

### Full Financial Users

3

### Mobile Users

180

### Previous System

QuickBooks

### Go Live

March 2018

**"I'd say we can now do at least 3.5 days of the old way of doing things in less than a single afternoon!"**

**profiles**  
creative

## Profiles Creative implements **iplicit** Cloud-Accounting

Lee Cook, Financial Controller, discusses how **iplicit** has helped eliminate unnecessary workload

### What led to your decision to change systems?

We are a business that has a significant portion of our workforce as freelancers, submitting weekly timesheets. We were running a separate finance system alongside a timesheet portal, but the two weren't unified. This lack of integration led to an unnecessary workload that we were looking to eliminate. In addition, we recognised that modern day accounting systems could now offer a significant amount of enhanced functionality and reporting that just wasn't available in the system we were using at the time.

### What was your key criteria for a new system and why did you choose **iplicit** over the other systems being considered?

The criteria was focused upon synchronising tasks, increasing efficiencies and ease of use. Cross platform communication was also important. We used a timesheet portal and QuickBooks and considered Intime, Sage and expansions of the existing systems. In the end, our evaluations identified that **iplicit** could replace several of our existing systems and be more effective as one single solution.

### How long have you been operating with **iplicit** and how has your experience been?

We first installed the system nearly two years ago and, at first, we ran the **iplicit** solution alongside our existing set-up to ensure no glitches during the changeover. We were a very early adopter of the technology and I suppose we've been running it in earnest for around 18 months now. The **iplicit** implementation consultant and support staff were excellent - all implementations are going to have some teething problems, though ours were addressed quickly and effectively each time they were encountered.

The functionality of the system has virtually doubled since we first installed it - that's the beauty of a cloud-based service where additional features can be added and they just appear when we next login. The training on the system and recent upgrades have also been excellent.

We are now pretty much autonomous users of **iplicit** and can happily exploit the system month in month out, without needing to call anyone for assistance - in fact, it's plain sailing nowadays!

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**iplicit**



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Historically I’ve used Sage and Intime at other businesses and not only is **iplicit** as good as anything I’ve ever used with regard to resilience but the fact that it’s now all in one single solution, with timesheets, reporting and accounting - it’s truly remarkable.

### **How many users are typically accessing the iplicit system?**

Right now, we have about 1500 temp staff on our books. In any given week, we will process around 180 timesheets coming from these resources. All of these users interact with the system, submitting timesheets from their mobile devices and entering into our approval process.

### **Has iplicit changed the way you work and if so, what benefits have you seen?**

Oh yes! It’s changed our process quite meaningfully! We are a relatively boutique business - historically downloading timesheets from a portal and manually creating invoices in Excel and then entering into QuickBooks. Before **iplicit**, we had one member of staff working over 3 days per week on this which was time intensive and error-prone. Installing **iplicit** saved us a significant amount of time and increased our accuracy massively.

This time saving and reduction in errors led to our reporting being able to be far more timely and accurate too. And we used to spend quite a bit of time on payments, which are now fully automated - again, it’s all about time; I’d say we can now do at least 3.5 days of the old way of doing things in less than a single afternoon!

Another meaningful change in the way we work is the introduction of Workflow Authorisations - with **iplicit** we can set up reminders and authorisations that are sent intelligently so as to only contact those staff with outstanding actions, either to submit or approve a timesheet, depending upon who they are. The fact that this is now automated provides excellent time savings but also peace of mind that nothing is lost or overlooked.

As a finance user myself, the best thing I have to say is that I don’t have any issues with it at all! It just works, day in day out and 80% of our business is now running through this single system that I don’t have to worry about.

Working from anywhere is also a dream; it’s seamless and it means that whether in the office, travelling or at home, I can work from mobile, tablet, laptop or desktop - it no longer makes a difference.

For further information contact [info@iplicit.com](mailto:info@iplicit.com) or visit [iplicit.com](http://iplicit.com)

[iplicit.com](http://iplicit.com)

t. 020 7729 3260 e. [info@iplicit.com](mailto:info@iplicit.com)

UK: Studio 1 • Floor 2 • 144 Cambridge Heath Road • Bethnal Green • London E1 5QJ

Ireland: Unit F7 Riverview Business Park • Nangor Road • Dublin 12 • Ireland

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