

GOOD BAD UGLY

INSIGHTS MODERN TECHNOLOGY

The Good, the Bad & the Ugly
of the Australian Accounting
Profession

2017

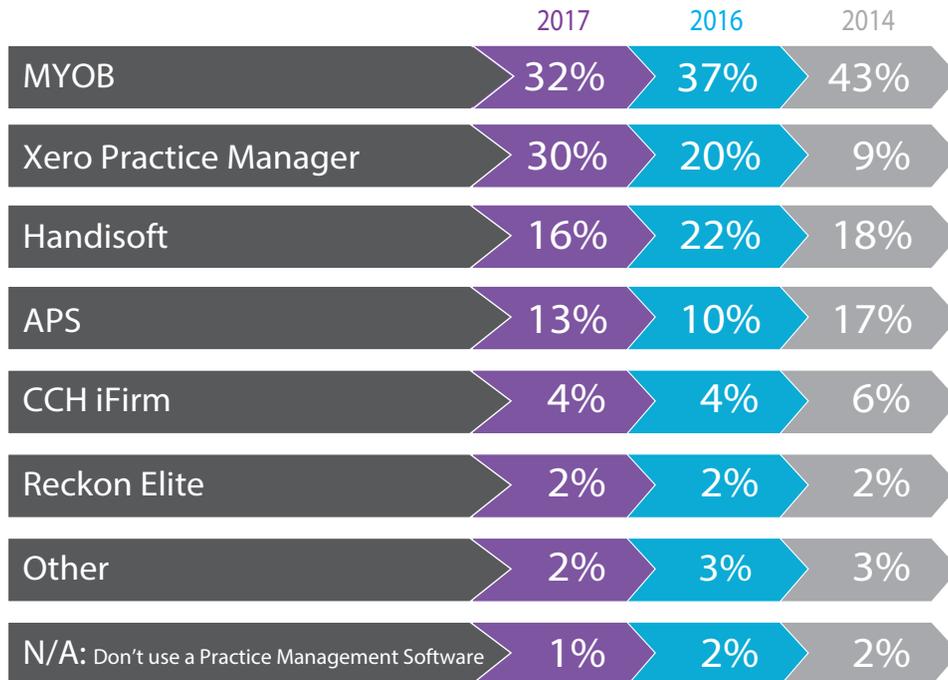
BENCHMARKING REPORT AND INSIGHTS FOR
AUSTRALIAN ACCOUNTING FIRMS

 Business Fitness

PRACTICE MANAGEMENT SOFTWARE

01

Which practice management software does your firm use?



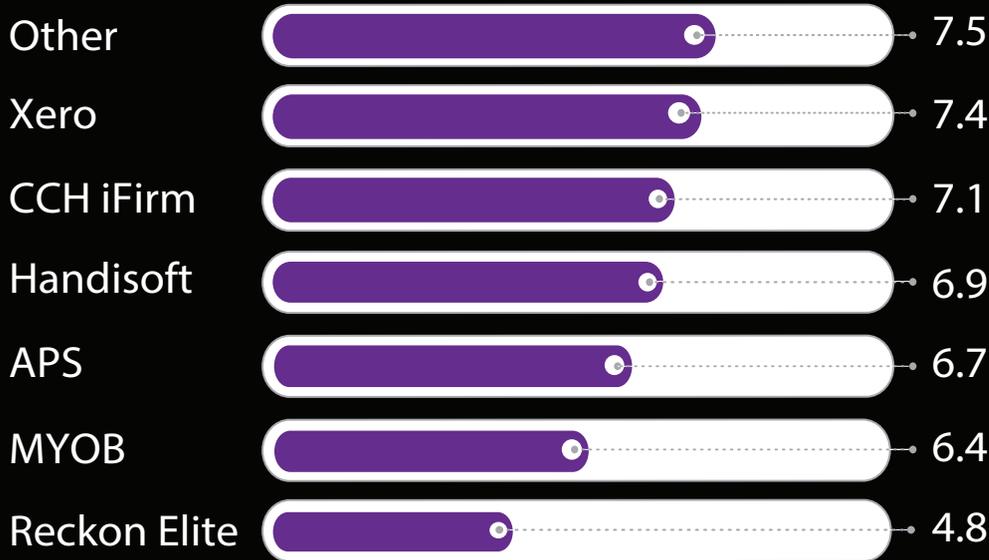
02

How many years has your firm been using this solution?

PROVIDER	YEARS
APS	11
CCH iFirm	3.5
Handisoft	12
MYOB	14
Other	8
Reckon Elite	6
Xero	3

03

How would you rate your current provider?



1= (lowest) - 10= (highest)

04

Would you say this rating has improved, got worse, stayed the same over the past 12 months?



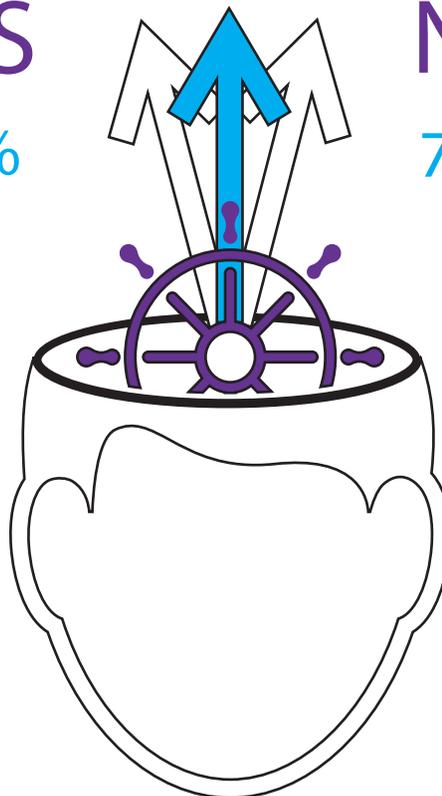
1= (extremely worse) - 5= (greatly improved)

05

Are you considering changing provider in the next 12 months?

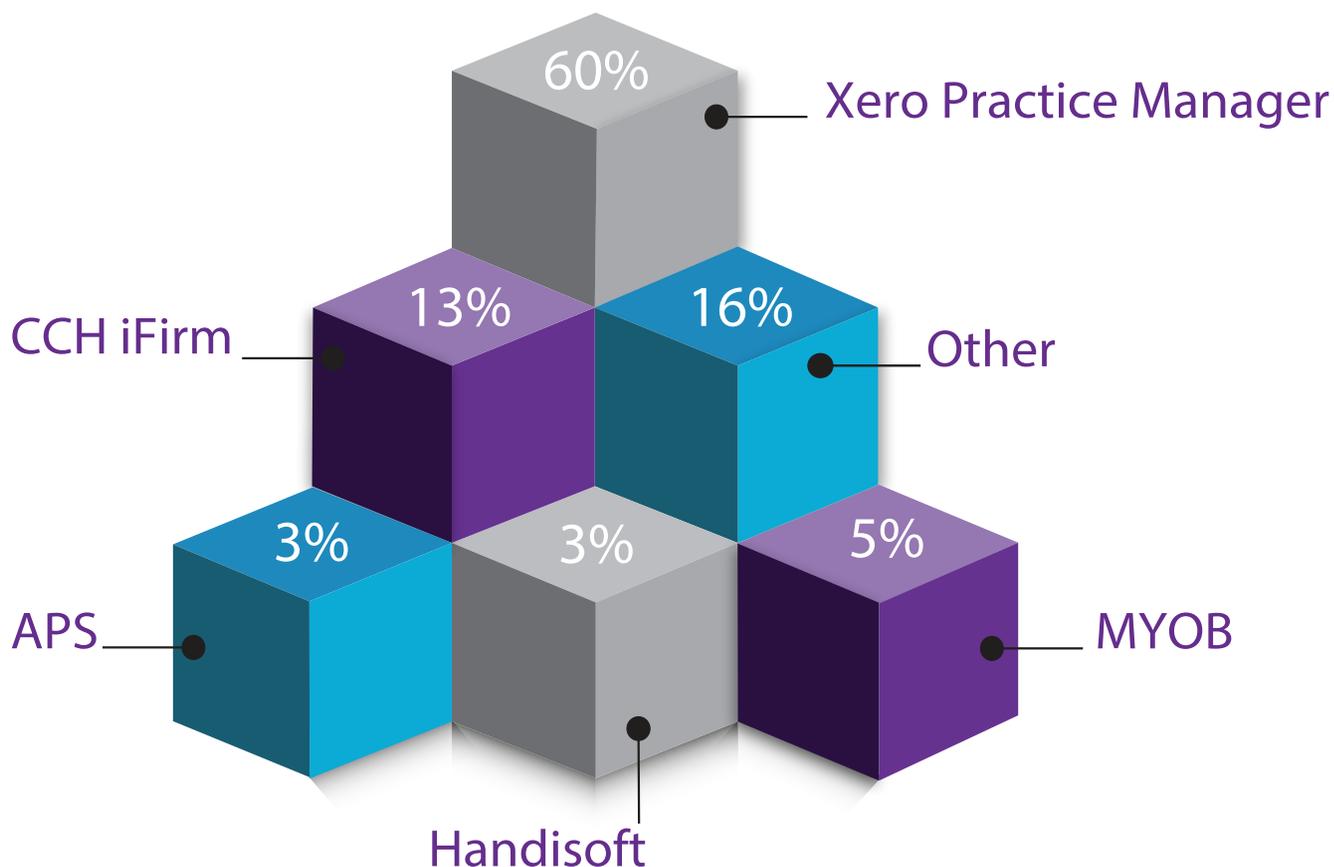
YES
25%

NO
75%



06

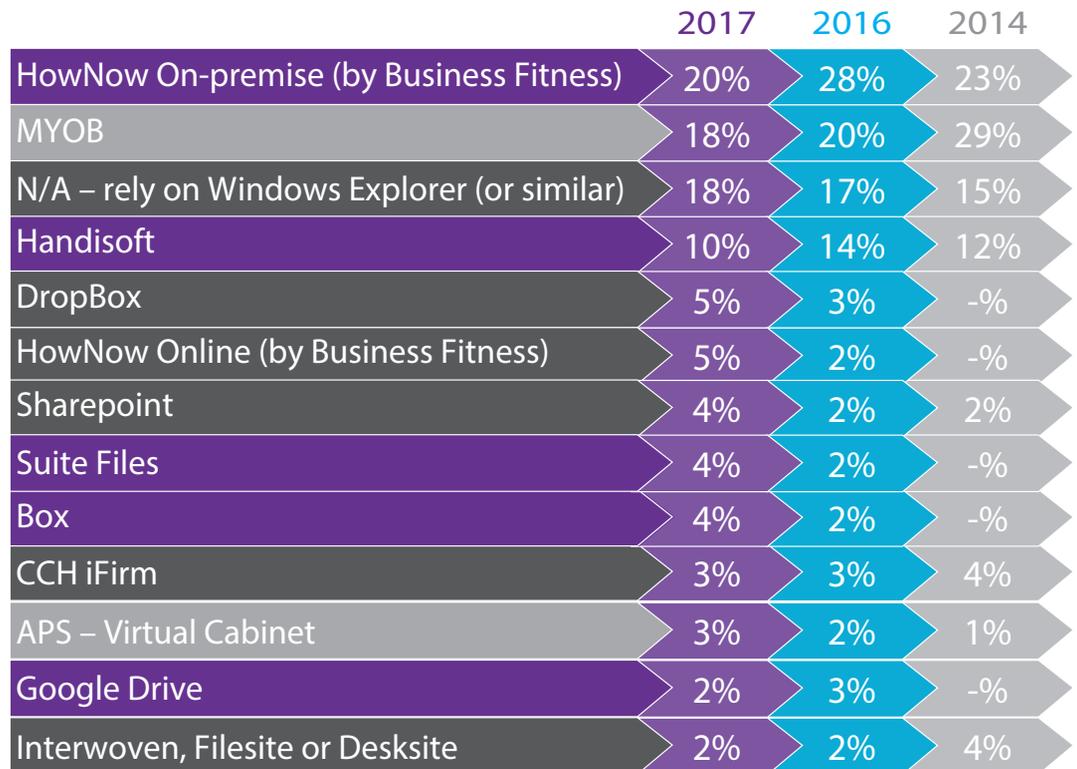
Which practice management software is being considered?



DOCUMENT MANAGEMENT SOFTWARE

07

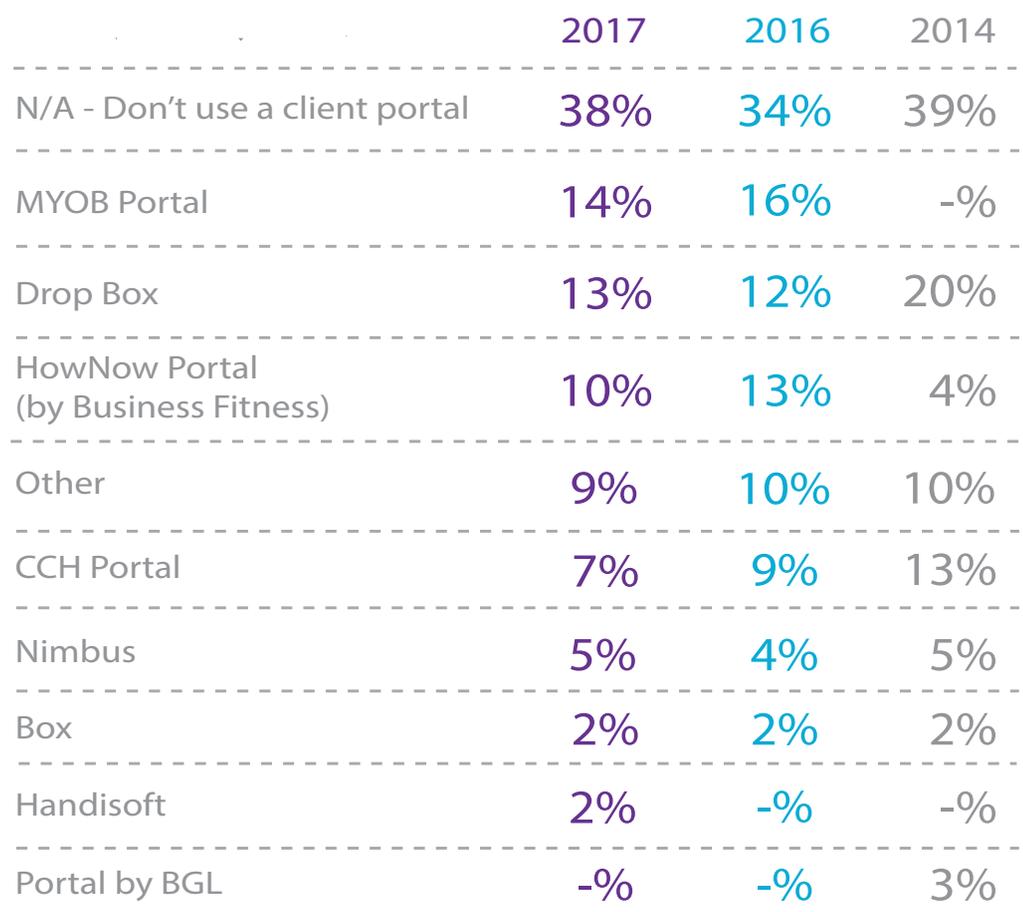
Which document management software does your firm use?



PORTAL SOFTWARE

08

Which client portal software does your firm use?



ELECTRONIC WORKPAPERS PROVIDER

09

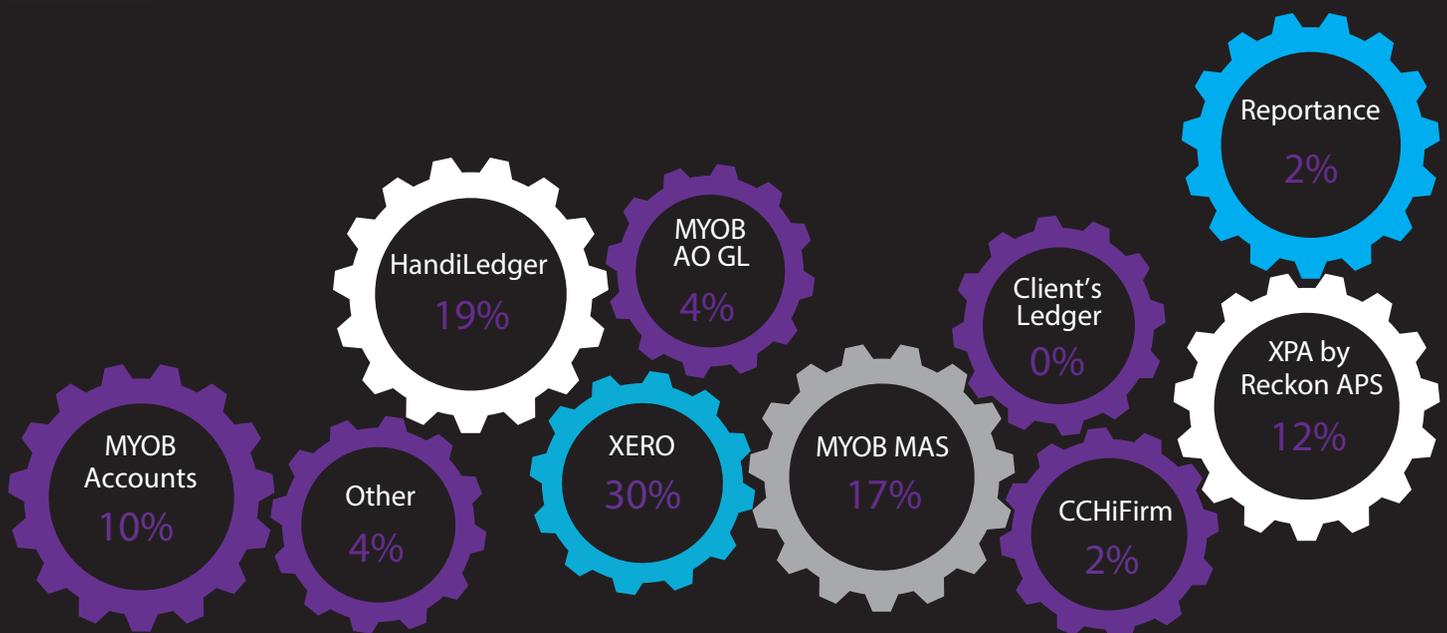
Which provider is your firm currently using for electronic accounting workpapers?

	2017	2016	2014
Use our own in-house workpapers	33%	33%	37%
Business Fitness workpapers	23%	27%	28%
Xero workpapers	13%	9%	5%
MYOB workpapers	11%	11%	14%
Don't use electronic workpapers	7%	10%	5%
Change GPS	3%	3%	4%
Other	3%	3%	4%
APS Workpapers Management	3%	2%	5%
CCH Engagement workpapers	2%	1%	3%
KnowledgeShop	1%	2%	4%

GENERAL LEDGER SOFTWARE

10

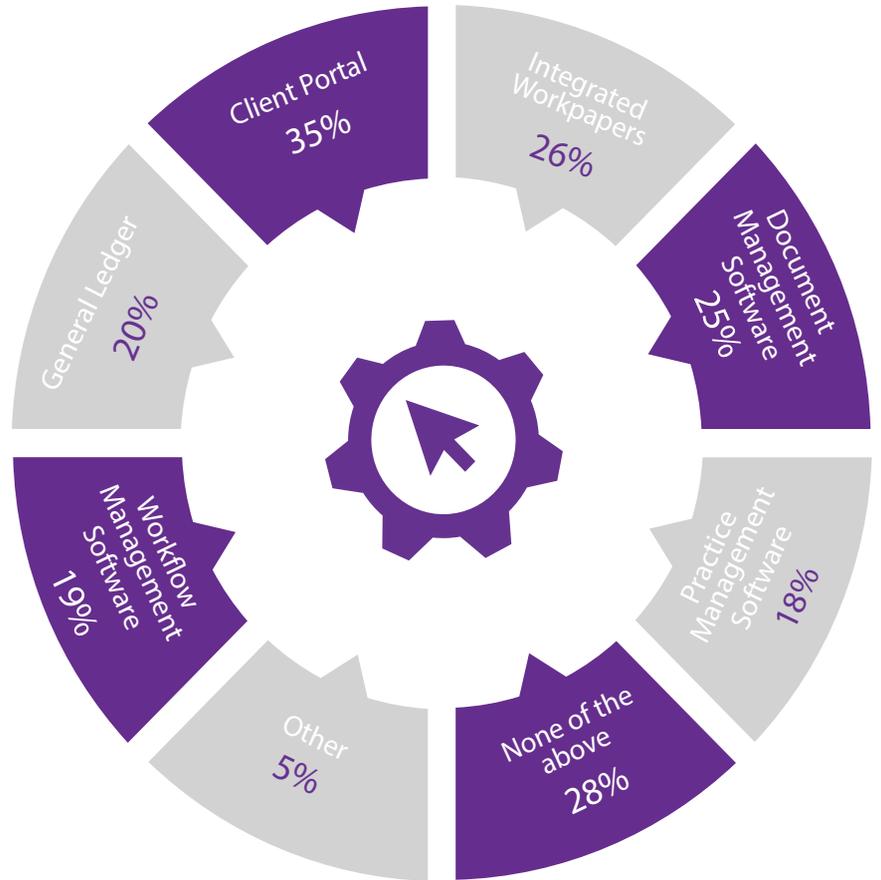
What general ledger software does your firm use to generate statutory reports and notes to the accounts



FUTURE TECHNOLOGY INVESTMENT

11

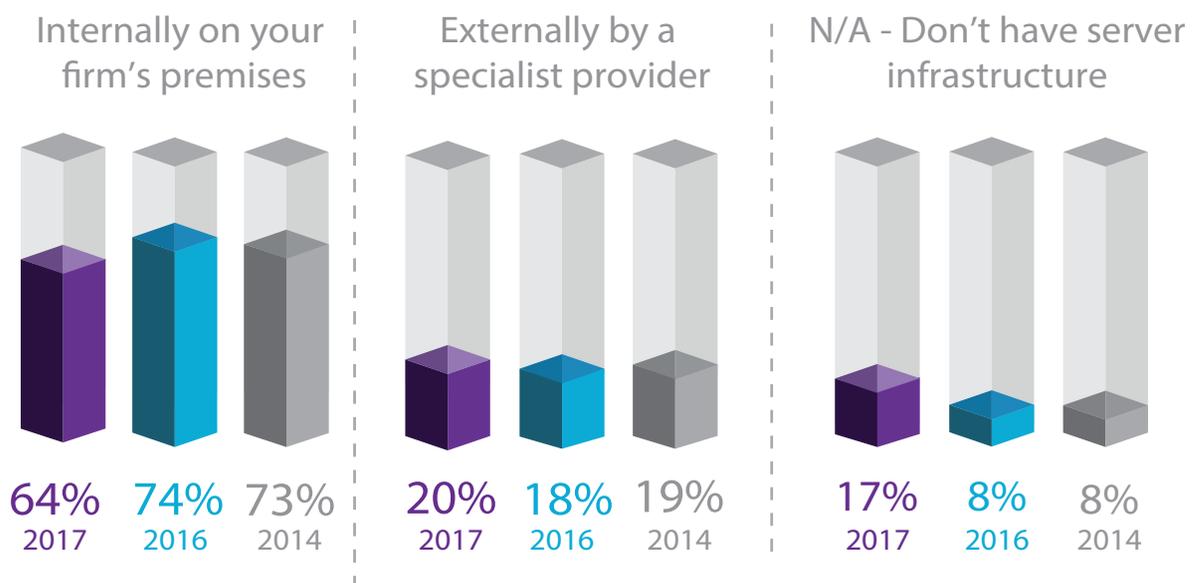
Which of the following technology is your firm planning to implement/change in the next 12 months?



SERVER LOCATION

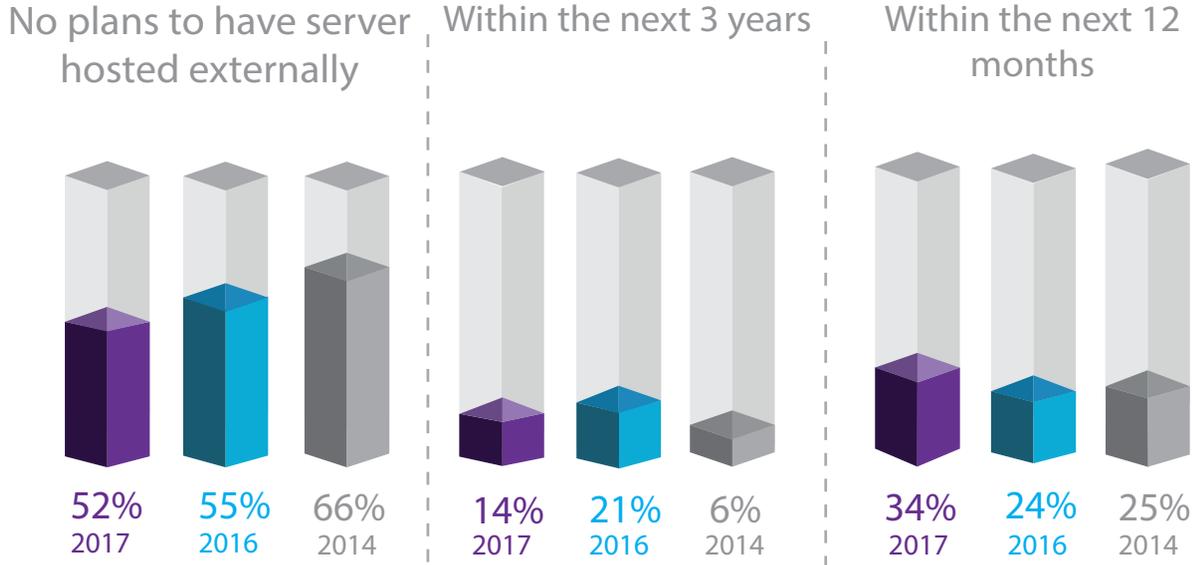
12

Where is your firm's current server infrastructure (servers) hosted?



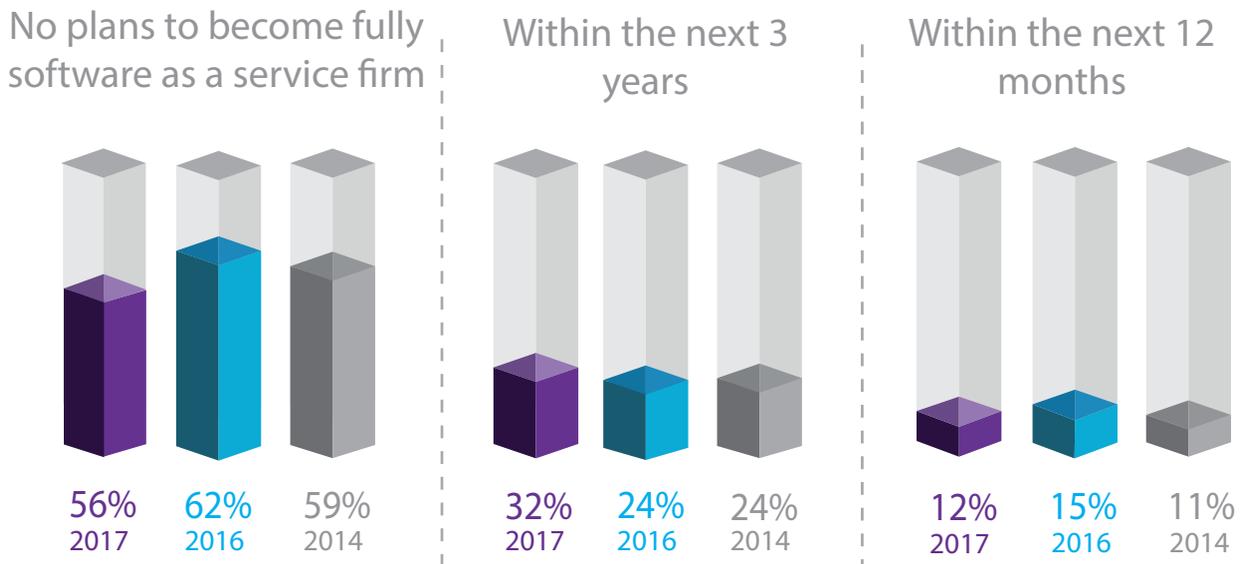
13

When will you be moving to an externally 'hosted' server infrastructure?



14

When will you be removing your server infrastructure and becoming a fully 'Software as a Service' (SaaS) company?



CLOUD SOFTWARE

15

Is your firm using any cloud (i.e. software service) applications for any of the following for internal firm purposes?

	2017	2016	2014
Accounting (the accounts for your firm itself)	67%	53%	45%
Superannuation	57%	32%	21%
Backing up firm and client data	41%	28%	27%
Practice management function	34%	25%	15%
Document & email management	34%	20%	11%
CRM Function	23%	20%	12%
N/A– don't use these kinds of applications	11%	23%	30%
Other	2%	3%	9%

SMSF SOFTWARE

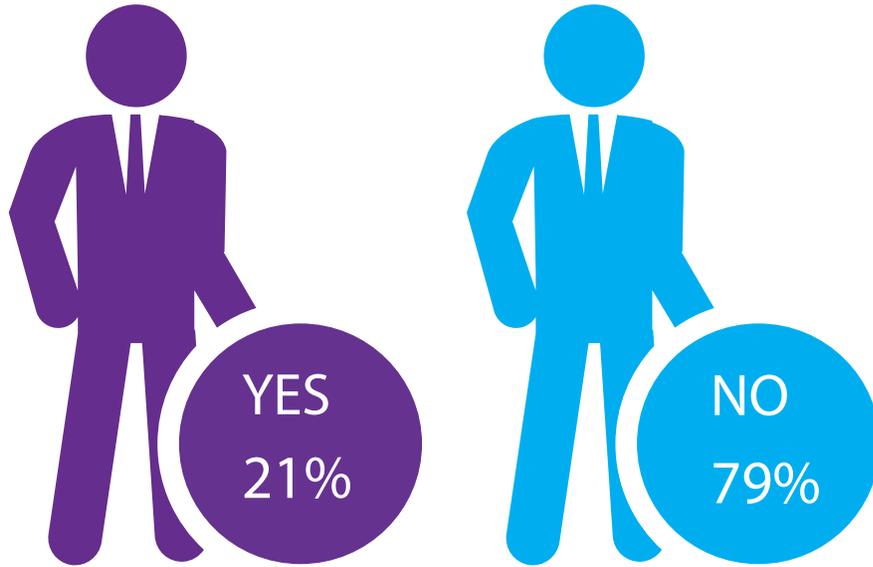
16

What SMSF Software does your firm use?

	BGL	Class Super	N/A	Other	Sage Superfund	SuperMate	APS	Client's Accounting System plus workpapers
2017	51%	27%	9%	4%	3%	2%	2%	2%
2016	50%	22%	10%	8%	1%	4%	3%	2%
2014	63%	19%	8%	5%	1%	1%	5%	-0%

17

Are recent SMSF legislation changes and reporting requirements making you reconsider your software options?



18

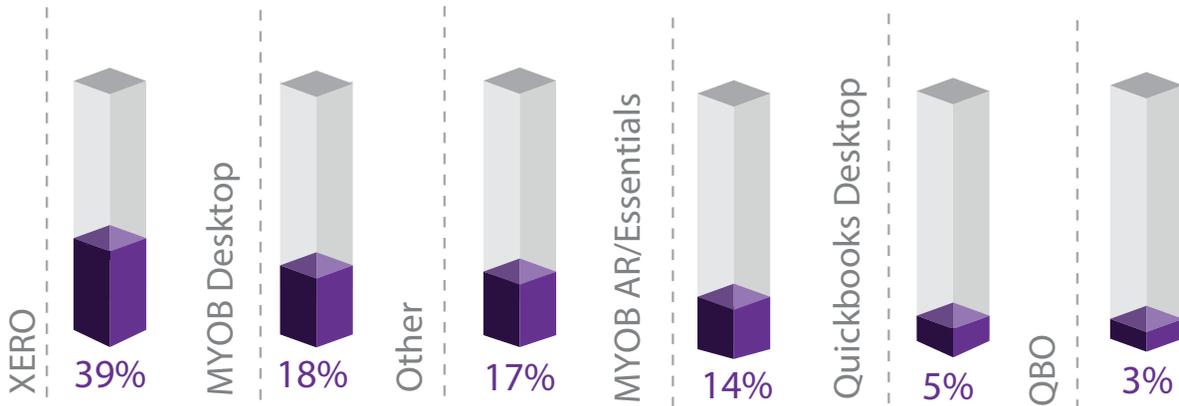
Is 'whole of wealth' reporting across all investment structures something you think your clients would value?



ACCOUNTING SOFTWARE

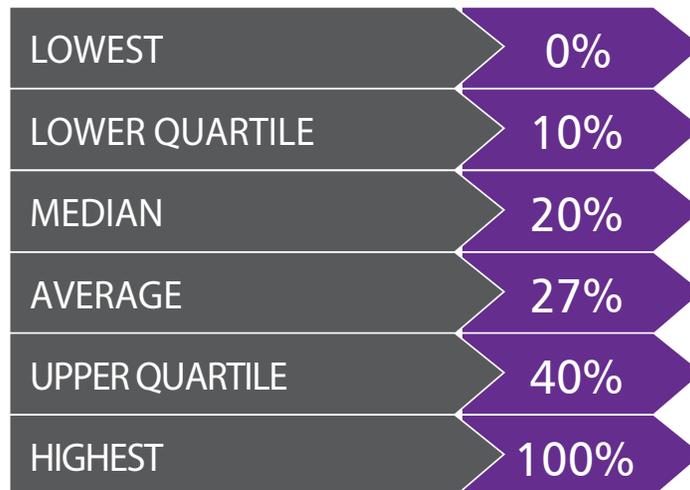
19

On average, what percentage of your client base are using the following accounting packages?



20

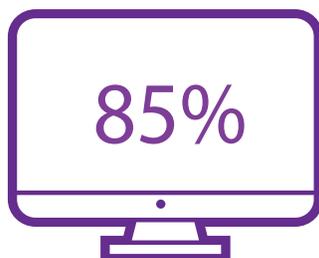
What percentage of your desktop clients have shifted to a cloud solution in the past year?



21

Are more desktop clients looking to cloud accounting systems now compared to the past?

YES



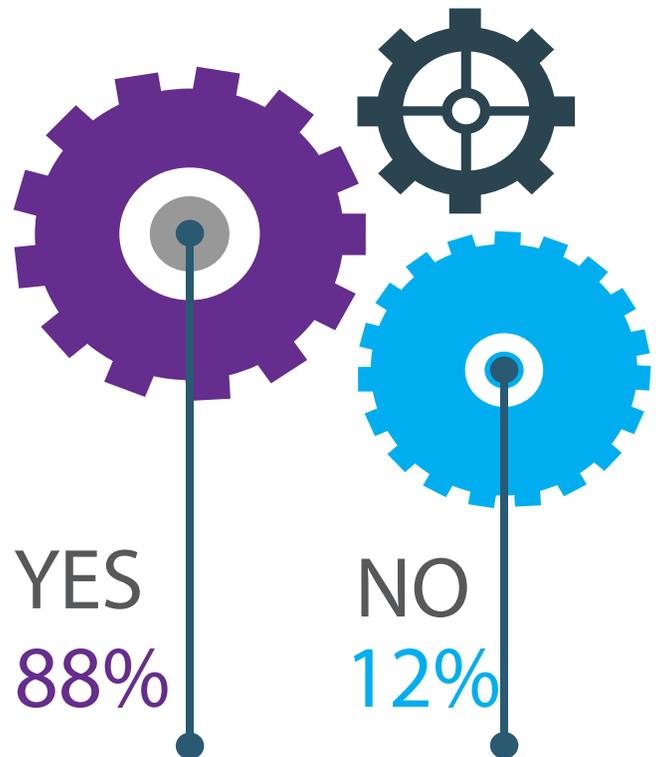
NO



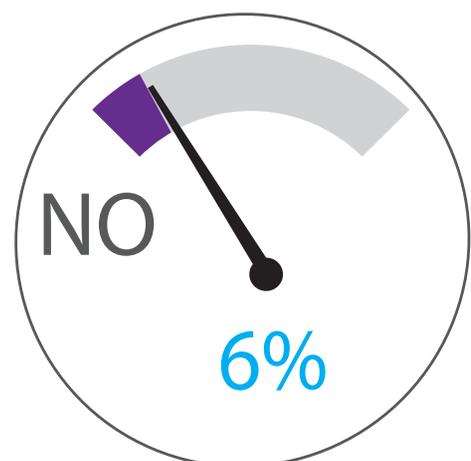
23 Are you actively talking to clients about shifting to a cloud accounting system, or planning to in the next 12 months?

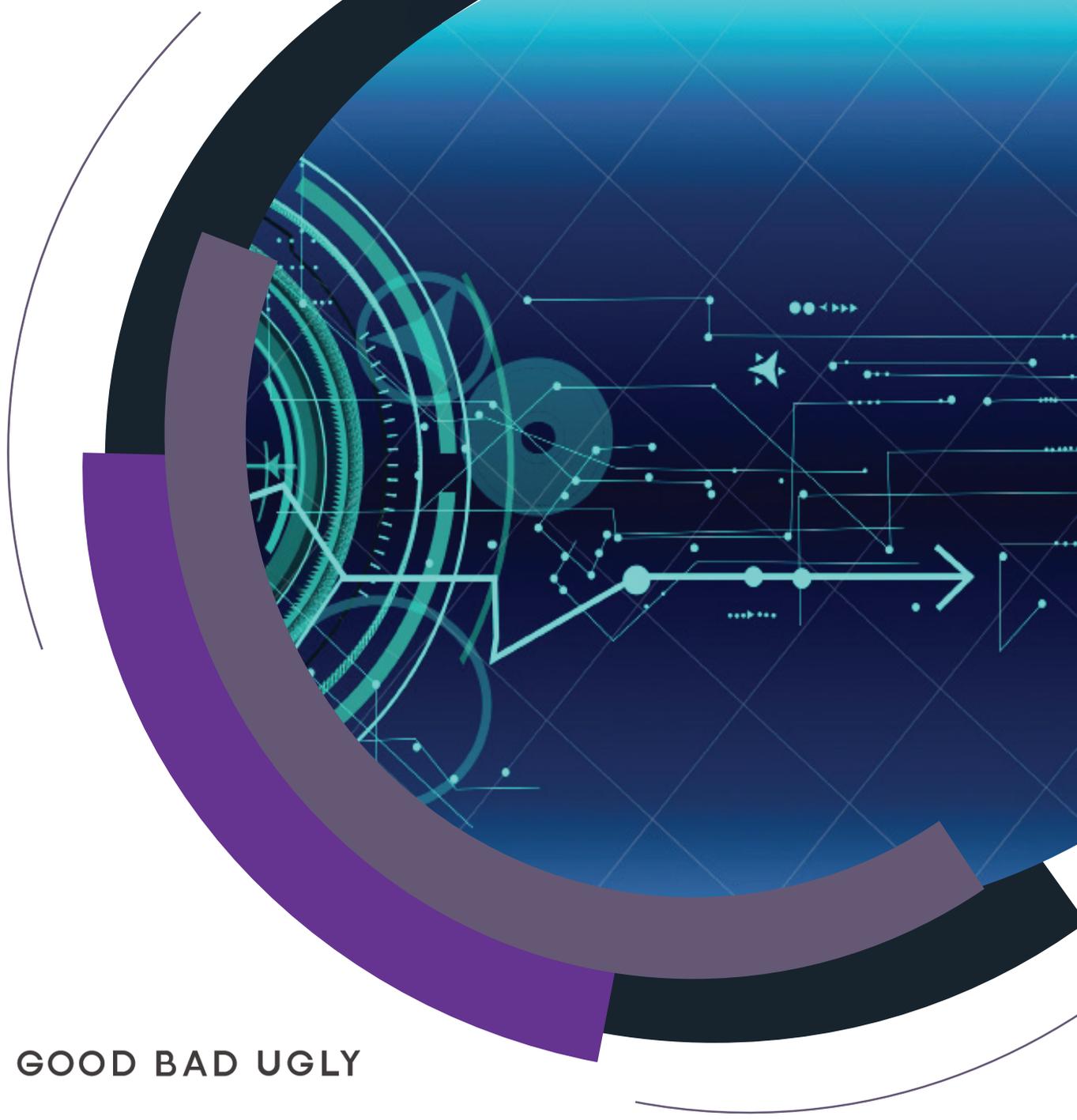


24 Do you actively refer clients to a particular accounting software package, or planning to in the next 12 months?



25 If you could save 3 hours of time preparing an SME's books, would that prompt you to recommend a particular software?





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