

# Reference Site for HowNow®

THE PERSON BELOW HAS AGREED TO BE A REFERENCE SITE

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*We no longer have to go to the next office and ask a colleague “Where did you save that file?” because in the time it would take to walk to the next office, I have already found it in HowNow®.*

## **Cameron Patterson**

Cameron Patterson & Co.  
Brisbane, QLD

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Firm Name	<b>Cameron Patterson &amp; Co.</b>
Contact Person	<b>Cameron Patterson</b>
Position Title	<b>Director</b>
Telephone Number	<b>07 3229 5600</b>

What Cameron says about HowNow®

“Using HowNow® is a **much quicker** way of retrieving files than the way we used to do it through Windows® Explorer and by asking others around the office. We no longer have to go to the next office and ask a colleague “Where did you save that file?” because in the time it would take to walk to the next office, I have already found it in HowNow®. It’s just like searching Google®.

“HowNow® has actually created a **natural gravitation towards a ‘paperless’ way** of doing things because **we don’t even have to try to ‘think paperless’, it just happens**. For example, when I am working away from the office using remote access in the past it would happen where I’d think to myself, “Bother, I should have brought that physical file with me so I can refer to inbound documents,” well that issue is completely gone because everything is now scanned and easily located.

“**The ‘shareability’ and accessibility of client information has improved dramatically** thanks to HowNow®. It’s almost like—and this is deep!—we’re a step closer to a common firm consciousness on client matters. HowNow® has changed the way communication happens here about clients. Rather than the old linear way of communicating by sending emails to particular people within the firm, everyone across the firm now simultaneously know what’s happening with a client rather than relying on email or accidental face to face encounters. “With HowNow® **you can see it all there on the screen** rather than waiting for face time with busy people.

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“I can work remotely and watch the firm’s day unfold on HowNow’s Records screen. I can see every document, workpaper, email as it is created each day. From there I can tell what is flowing smoothly and what isn’t. I can see situations where a team member might need some help or guidance on a job to push it through. Team uptake of the precedents with HowNow® Knowledge Manager has been slower than we had hoped. **With Records Manager uptake has been instantaneous.** I now only have to access Windows® Explorer about once a month. HowNow® keeps everyone out of Explorer which is great. Windows® Explorer is too brittle and dangerous for staff to be in there.

“Gladly, it’s not just me. **My staff are telling me HowNow® is fantastic.**”

Best Days to Telephone	Any day
Email Address	<a href="mailto:cameron@cameronp.com">cameron@cameronp.com</a>
Firm’s Web Site	<a href="http://www.cameronp.com">www.cameronp.com</a>
Number of Staff	11
Practice Management System	MYOB Viztopia
Terminal Server User?	No, other than Remote Desktop occasionally
Paper Buster User?	No
Location	Brisbane, QLD
HowNow® User Since	April, 2002; Records Manager since Dec 2007

