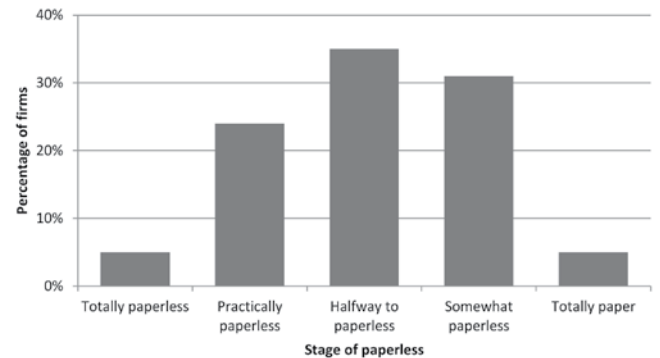


How close are firms to being paperless?

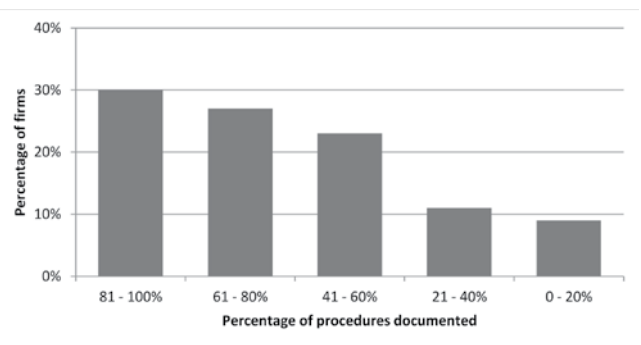
Stage	Percentage of firms
Totally paperless	5%
Practically paperless	24%
Halfway to paperless	35%
Somewhat paperless	31%
Totally paper	5%



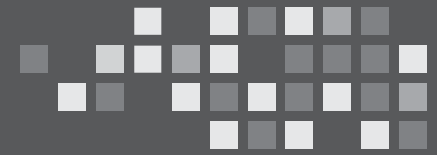
Less than one third of firms are paperless or thereabouts, meaning that two thirds of firms are missing out on the benefits to be derived from running a paperless office (savings in time, money and space, plus strengthened risk management and disaster recovery plans and a more saleable business).

What percentage of procedures are formally documented?

Percentage documented	Percentage of firms
81 – 100%	30%
61 – 80%	27%
41 – 60%	23%
21 – 40%	11%
0 – 20%	9%

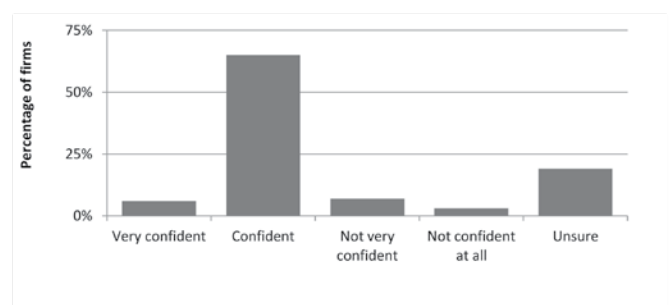


There is less than one third of firms who have more than 80% of their procedures formally documented, indicating that there is substantial room for improvement by the majority of firms in this area.



How confident are firms that their procedures represent best practice and are up-to-date?

Level of confidence	Percentage of firms
Very confident	6%
Confident	65%
Not very confident	7%
Not confident at all	3%
Unsure	19%



Only 6% of firms were very confident that their standard documents and workpaper templates represent best practice and are all up-to-date. Almost a third were not confident that this is the case. From a risk management perspective (not to mention a process efficiency perspective), these numbers indicate that there is significant opportunity for improvement in this area for a lot of firms.

Use of technology

Available technology	Yes	No
Scan client supplied information for tax / financials in a document management system	72%	28%
Provide electronic tax returns / financials to clients in a secure client portal or FTP site	21%	77%
Use 'intelligent scanning' of documents which identifies client-specific information to assist with filing	27%	72%
Use workflow management software	75%	23%
Use an intranet to store firm information and internal procedures	80%	19%
Use document management software for filing all tax returns, financials, client information, correspondence and emails	77%	22%
Maintain a client and prospect CRM database within the practice management software	62%	37%
Receive bank statements electronically for clients	75%	24%