

SUCCESS STORY PENTLANDS

Accountants and advisors
for growing businesses

International Freight Ltd have been successfully providing international import and export services via air, sea and road since 2004. Here's what Director, David Hooper said about switching to Pentlands and the moving to Xero software for Making Tax Digital.

Independent Freight INTERNATIONAL LOGISTICS MANAGEMENT



"We had been thinking about moving accountants for a while. We were aware that our accounting software was unsuitable for our business growth needs and that we needed to change our

package in line with the changes coming in with Making Tax Digital.

"Having worked with the same advisors for many years, we had developed complex processes including paper documentation and spreadsheets. Even though we were not getting enough support from our accountant, the thought of moving was still daunting.

"I met Elinor at a couple of events and felt I'd got more accountancy advice on those few occasions than I had in the previous 13 years. I found her to be so much more approachable and her advice made sense.

"We often had to push to see our accountant and meetings tended to feel quite rushed, 15 minutes in and out. It wasn't very productive really.

"It was a very different approach with Pentlands. They are far more proactive in setting up meetings for us to sit and go through the books in detail and to discuss our future growth strategies. That is really beneficial, you get to meet real people and they communicate in a 'real' language.

"After reviewing our needs Pentlands advised on the Xero software. It took about a month to transition from our previous software to Xero. We were pleased with these time scales. The support was there all the time from Pentlands in making sure that we were doing things correctly and helping us move over.



"After only a few months I'd say I was 99% confident in using the system and everything was all accurate. The Xero software is much better, there is so much more you can do with it.

"The ability to analyse information makes a big difference, the fact that we can breakdown our different income streams and look at our costs of sales against each stream. We can identify where we are making our best profits and where we should be focussing our efforts. Xero is easy to use and you can put your budget figures in and



compare it to your actual, which couldn't do with our old system - we had to use spreadsheets.

"A big advantage with Xero is that you can upload all your suppliers invoices. If we were trying to look back on something under the old package we'd have to go and dig out the hard copy. With Xero you can just click on the purchase invoice and it is saved online, so that makes a massive difference.

"We are confident with our accounts information. Xero makes it easy to process information directly to HMRC, meeting the Making Tax Digital requirements.

"Moving to Pentlands was the best decision we could have made. They just 'get it' and understand our needs."

OBJECTIVES

Improve accounting processes to be able to analyse information in greater depth.

Move to an HMRC Making Tax Digital approved software that meets the needs of the businesses growth plans.

Provide accountancy advice and guidance that is informative and easy to understand.

CHALLENGES

Existing complex accounting processes including paper-based and spreadsheet documents.

Adopting new processes and learning new software.

Apparently daunting prospect of moving to a new accountants having been with the same firm for over 13 years.

RESULTS

Face to face meetings to understand and advise on specific needs.

Transition to Xero software took less than a month.

Increased confidence in analysing accurate information in real time.

Accounts information and invoices stored digitally – easily accessible.

VAT returns and PAYE/NI contributions are simple to process and directly submitted to HMRC.

Happy Clients!