



# MOST WANTED:

## The Time Bandits Stealing Your Billable Hours

Inefficiency is a thief. It steals your time. If time is money, you're losing it.

Like many nasty things (poison gas, electricity, illness) inefficiency is invisible, so goes unnoticed.

Find out what's robbing you blind and stop losing thousands of pounds of billable time.

### RECOGNISE ANY OF THESE NASTY CHARACTERS?

#### **Practice Enemy #1 Managing Deadlines**

If you check lists regularly to see when deadlines are looming, then you're wasting time. If you manually send client reminders, that's more wasted time. A relentless rolling treadmill of deadlines robs you of many hours better spent on billable time. One accountant recently confessed to spending £200 of his time every month sending text message reminders. Daylight robbery!

#### **Practice Enemy #2 Filing Emails**

Every email should be filed as part of keeping proper client records. This takes time, typically 10 to 20 minutes daily. If you don't file it then finding it later takes time. How many times have you found yourself searching for that important email in Outlook? There's no escaping the simple fact: manually filing emails is a senseless waste of time – and boring. A criminal waste of time!

#### **Practice Enemy #3 Searching for client data**

If you can't see all your client data in one place, then you're wasting time. Many firms have documents filed in two or even three places! Word documents separate from emails, telephone notes elsewhere, and event paper documents in a file. On top of that, having to open and close each document to read the file is another offence against efficiency.

#### **Practice Enemy #4 Engagement Letters**

A properly written engagement letter as recommended by the ICAEW runs to 16 pages, and the content varies from client to client. They should be renewed regularly to maintain PI insurance and meet practice standards. Wasting time writing these behemoths and tailoring them manually is a cumbersome and time sapping chore.

### Practice Enemy #5 Sending client information

Sending emails is a headache. First you have to type the client salutation, then any relevant data. After sending the email you need to file it. This takes minutes, when it should take seconds. Text messages are worse, because you can't file them so there's no history in the client file, and typing on small keyboards is guaranteed to burn time.

### Practice Enemy #6 Work Management

Following up on client work, or sales calls, or anything requiring future action, is often left up to the individual dealing with the client. This means variable service, and no overall view of what's happening. Typically, if a client calls there's no way of knowing exactly what's happening, without interrupting other staff of looking in several places, all of which wastes more time.

## LOGICAL OFFICE LOCKS UP THESE TIME-THIEVING DESPERADOS FOR GOOD



Our pre-written Workflows check your lists automatically and send client reminders pro-actively with no effort on your part. Workflows come fully loaded with templates, data screens, actions, job statuses and all the business logic to process work efficiently, saving hundreds of hours of staff time.



Manually filing emails is eliminated – incarcerated forever in the Alcatraz of inefficiency. Logical Office not only copies all client emails direct to client files, but also shows the status of each email in your inbox, so you finally get your in-box under control. Hours saved every working week.



Searching for client data is instantaneous in Logical Office. Recently accessed clients are shown in our "Recents" list for immediate access. You see a complete chronological history in one place of all emails in/out, telephone conversations, scanned documents, PDFs, pictures and text messages.



Engagement letters are done in seconds using "paragraph options" with our standard templates for ICAEW and ACCA engagement letters, or your own. Answer some questions, and Logical Office cuts and pastes a tailored letter you can send as a PDF attachment in seconds.



Sending emails is faster using templates, because salutations and relevant data merges into the email. Send text messages using templates just like emails, but without touching your mobile phone. Workflows write standard letters like "Previous Accountant Letters" automatically.



Logical Office's action list shows you exactly when to follow up every job. See a client view of all actions for one client, or all actions across all staff/jobs. Clicking on the action loads the client file where you see all WIP, diary entries, document history, notes, and financials. Why waste time?

**Based on working 18 days a month, on a charge rate of only £50 per hour, if you recover just 50% of the half an hour stolen by these time bandits every day, you'll be £165 better off per user every month.**

**"We saved a full headcount by using Logical Office, saving the firm over £12,000 a year. Logical Office brought about standardisation and increased professionalism to our firm."** *Rajesh Kohli, Power Accountax*

**Call now to book your free demo +44(0)20 7482 7077 visit [www.logical-office.com](http://www.logical-office.com)**