

## Providing future-proof IT solutions for the accountants at **pkb**

Delivering the best of current technology to keep pace with emerging business needs

Over the last decade IT has transformed the work of accountancy firms; today's most successful accountants rely heavily on the use of technology to both improve customer service levels and to enhance the efficiency of their firm. Delivering a fast and responsive service, without compromising quality or increasing risk is at the very heart of the LeadingEdge operation, and meant that we were instantly on the same page as **pkb** who were seeking to overcome the same challenges.

### The customer

Established in 1977, **pkb** remains rooted in the same principles that led its founders to establish the firm in the first place – to provide insight that enables clients to achieve their aspirations. Alan Hindley, Partner at **pkb** responsible for the ITC strategy, explains why the company chooses to continue partnering with LeadingEdge for all their IT needs, spanning from strategic advice to daily support.



### The challenge

The partnership with LeadingEdge began as **pkb** sought to upgrade their IT infrastructure in order to gain greater advantage from their use of technology. Having always delivered a fast and efficient service, the company now sought IT systems that would help maintain first class customer response and turnaround times for their rapidly growing client base, while also delivering efficiencies and enhanced business insight.

As Alan Hindley explains;

*“We’re accountants, not IT professionals. We were clear on what we wanted to achieve, but not how to get there. Consequently we put out a competitive tender to our incumbent supplier, and two others. LeadingEdge made this list because I had come across them on a couple of occasions and liked what I had seen; they seemed to work with their clients in the same way we like to work with ours – developing a shared vision and committing to help them to achieve it.”*

When reviewing the tenders, Alan and the **pkb** team were looking for proposals to meet current business requirements with room to grow, and also to provide an on-going level of service that would free **pkb** staff from day-to-day IT issues in order to fully concentrate on delivering the best possible accountancy services.

*“Quite simply, we chose LeadingEdge for the project because they approached working with us not as a one-off project, but as a long-term relationship. They listened to what we wanted and delivered a superior proposal, including innovative cloud-based solutions that we hadn’t previously considered.”*

## The outcome:

The new IT solution included:

- Faster processing and increased capacity - replacement of servers and server-based equipment
- Improved collaboration and faster internet speeds - reconfiguring and updating the fibre internet WAN
- Enhanced security, reduced risk – implemented a Cloud-based Business Continuity solution

*“LeadingEdge brought us bang up to date. They really controlled the whole project and their staff were excellent. They did everything they could to ensure that the disruption to daily business was kept to a minimum.”*

Implementing the new IT solution was only a first step; **pkb** is now supported by a range of LeadingEdge services that make a big difference to:

- Day-to-day business uptime – a full service desk with predictive monitoring and proactive maintenance
- Strategic planning - the Virtual IT Director services give **pkb** the business and technology insight to retain their leading-edge

*“LeadingEdge is a thoroughly nice firm to deal with. If problems arise the response is instant and thorough – they go the extra mile, including working with third parties like our software suppliers to make sure that everything works as it should – even when it’s outside their control.”*

## The difference

When asked what difference working with LeadingEdge has made to the business, Alan Hindley suggests;

***“All in all **pkb** has been ‘future-proofed’.”***

**Better service delivery:** with the new systems in place “we keep pace and deliver a more client-efficient service, it’s really fast and really robust”

**Less business risk:** with the cloud-based business continuity solution fitting perfectly with our business continuity plans “the business is now 10x safer”

**Greater competitive edge:** with LeadingEdge taking care of all aspects of the IT infrastructure, **pkb** is free to focus on their business “It used to take me hours and lots of data mining to get at information, now I have reports in a matter of minutes.”

If you’re looking for IT service and support for your growing business, we’d be pleased to hear from you.

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