

CUSTOMER SUCCESS

Accounting firm
makes the switch from
MYOB to Sage

*Thomas GLC gains better pricing,
integration, and support by switching
to Sage HandiSoft*



Established in 2007, Thomas GLC is a two-partner accounting firm that delivers a range of accounting, taxation, superannuation, auditing, and business services. Based in the Sydney suburb of Hornsby, Thomas GLC is an amalgamation of two firms with a long history in the area. The firm consists of a team of sixteen and services a range of clients, some of whom have been with Thomas GLC for over thirty years.

Challenge

Thomas GLC had for ten years been using MYOB's accounting practice management software, however the firm was no longer satisfied with the solution.

Lucas Quinlan, Principal Partner at Thomas GLC, says price, perceptions of outdated functionality, and MYOB's lack of commitment to developing aspects of what might be considered its core software contributed to the firm's decision to seek a new solution.

"MYOB's general ledger accounting program had not been progressed in a very long time, nor had the report writing program."

"The platform they wanted us to move to wasn't where we wanted to go. Moving to this software would come at a cost. There were a lot of add-ons and a very under-developed, quite skinny reporting function."

Company
Thomas GLC

Location
Sydney, New South Wales

Industry
Accounting

System
Sage HandiSoft

Another key concern for Thomas GLC was the lack of responsive customer support, which meant the firm had to frequently follow up with MYOB to resolve issues and that ultimately impacted productivity. And when Thomas GLC inquired about purchasing MYOB's document management solution, the way that the product and installation were charged meant that the solution was cost prohibitive to adopt.

"The way MYOB wanted to perform the installation and charge us was quite expensive, especially since we'd been with them for so long and had most of their other software products," says Lucas.

If you're running software to lodge tax returns and not running a client management, time and billing, and document management system in a completely integrated process, then you need to consider Sage HandiSoft.

Lucas Quinlan, Principal Partner, Thomas GLC

Making the switch to Sage HandiSoft

Unsatisfied with MYOB, Thomas GLC made the switch to Sage HandiSoft practice management software.

"We knew Sage HandiSoft was the leading solution for practices of any size. We really needed a software provider who's keen on developing their products and can provide the support we need to service our clients."

Key to the firm's decision to purchase Sage HandiSoft was its integrated suite of solutions, price, dedicated support, and Sage's commitment to software development.

"It was easy to contact Sage and get someone to do a presentation and start looking at how we could get a suite of Sage HandiSoft products to replace our MYOB products, with full integration across the board. There was an enthusiasm to do that and the price was quite reasonable."

"Adopting Sage HandiSoft's Document Management module has been a great benefit. The way Sage HandiSoft licenses allowed us to bring that on board was great. We paid a license fee, we've got a suite of products, and everything is included in our license costs."

We knew Sage HandiSoft was the leading solution for practices of any size.

Lucas Quinlan, Principal Partner, Thomas GLC

About Sage

Sage (FTSE: SGE) is the global market leader for technology that helps businesses of all sizes manage everything from money to people - whether they're a start-up, scale-up or enterprise. We do this through Sage Business Cloud - the one and only business management solution that customers will ever need, comprising Accounting, Financials, Enterprise Management, People & Payroll and Payments & Banking. Our mission is to free business builders from the burden of admin, so they can spend more time doing what they love - and we do that every day for three million customers across 23 countries, through our 13000 colleagues and a network of accountants and partners. We are committed to doing business the right way, and giving back to our communities through Sage Foundation.

For more info, visit:

www.sage.com/au/switch

or contact us at 1800 660 670

Business as usual during the migration

While downtime is often a key concern for those considering switching practice management solutions, Lucas says this was not the case when migrating from MYOB to Sage HandiSoft.

"We didn't lose out for migrating the data across. There wasn't really any downtime, I think it went reasonably well. We didn't expect that it would be seamless, but most of it was in the background so it really didn't affect us."

Highly responsive support

Of the technical support and account management provided by Sage, Lucas says:

"What's been good is we've been able to contact Sage regularly to try and get through the nuances of their programs and strengthen our ability to use them. There's a pretty quick turnaround on our requests for support and getting a response back."

Enabling a fully integrated practice

Having used Sage HandiSoft for over a year now, would Lucas recommend the solution to other firms?

"Certainly. If you're running software to lodge tax returns and not running a client management, time and billing, and document management system in a completely integrated process, then you need to consider Sage HandiSoft," he says.



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