

A VISUAL GUIDE TO
**Modern Practice
Management**

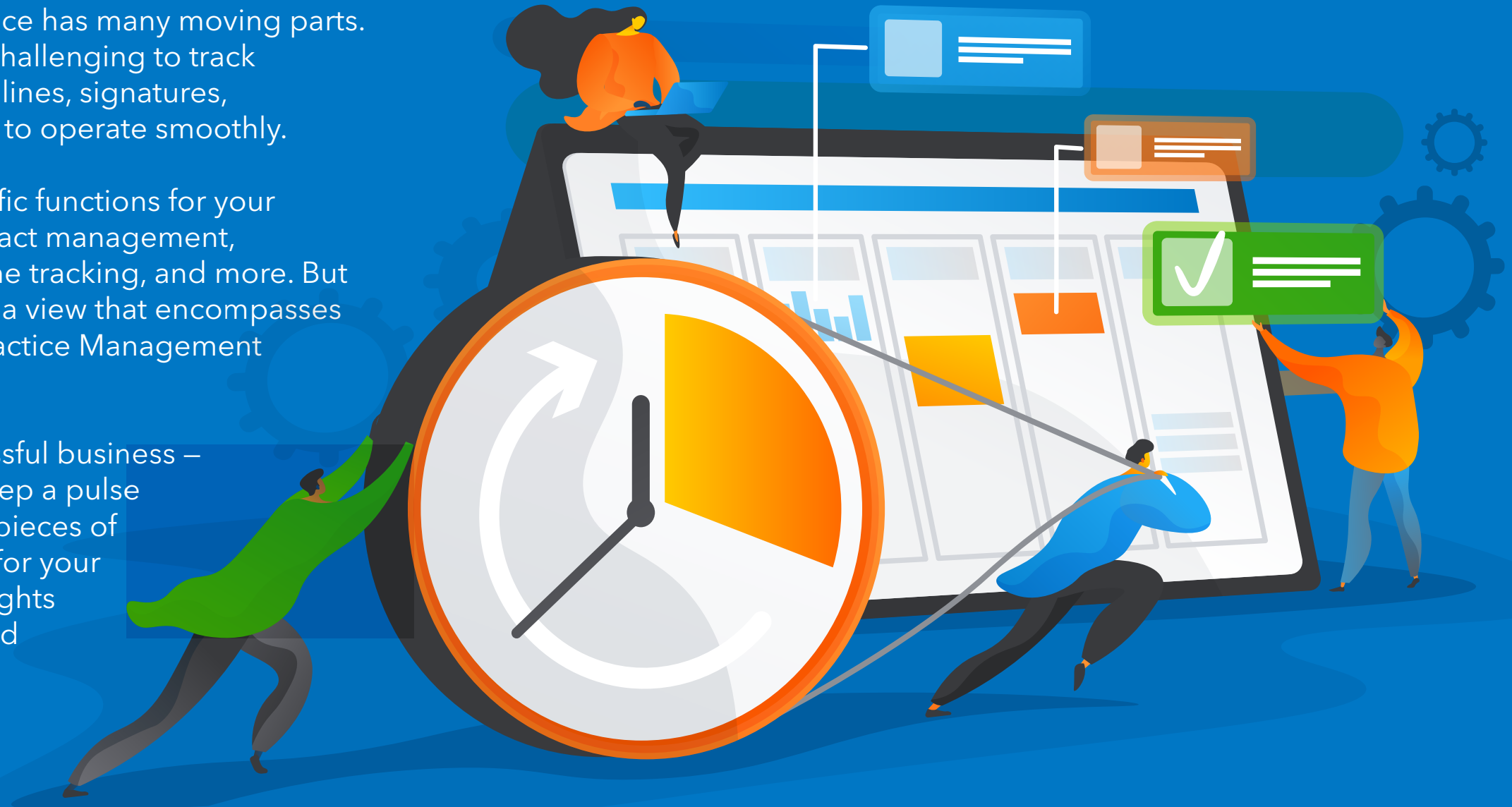


Modern Practice Management

A successful tax and accounting practice has many moving parts. As you scale your business, it can be challenging to track projects, processes, staff, clients, deadlines, signatures, documents, and details that you need to operate smoothly.

You have software that supports specific functions for your practice, such as tax preparation, contact management, communication, schedules, billing, time tracking, and more. But truly managing your practice requires a view that encompasses all of these functions. That is where Practice Management Software, or PMS, enters the scene.

A good PMS is at the heart of a successful business – it is the nerve center that helps you keep a pulse on the status and coordination of the pieces of your practice. Selecting the right one for your business is essential. This guide highlights some of the critical attributes of a good PMS and its roles in your practice.



Makes Friends Easily | INTEGRATION AND DATA MANAGEMENT

Integration is vital for practice management software (PMS). The ability to share information across software applications provides a single place to see the big picture of your practice.

Your PMS operates as a central hub to streamline workflow, save time, allocate staff and resources, reduce errors, and provide insights that drive the success of your practice.

A good PMS will play well with the other members of your office software team to share relevant information and processes.

The shared data reduces redundant tasks, saving time and minimizing errors while enabling automation and improved visibility across your enterprise systems.



Look for a PMS that connects to your:

- tax software
- cloud email
- contacts
- invoicing
- time tracking
- and all of your professional ecosystem applications

Knows How to Flow | WORKFLOW MANAGEMENT

Workflow management is the cornerstone of success in a modern tax and accounting practice. If you select a PMS that integrates effectively with your enterprise applications, it can provide visibility

at both the macro and micro levels of your business. When you can see the big picture, and control the details, it allows you to make effective decisions that drive success.

Your PMS should allow you to view and manage:

- 1 **Work timelines** that show the audit history of internal and external communications related to any work item.
- 2 **Work types** that allow you to categorize your work for easy search, filtering and organization.



- 3 **Customizable statuses** that define how work progresses in your practice. You should be able to search and filter on status too.
- 4 **Work templates** to standardize processes for each service you provide, creating consistency for your staff and clients.
- 5 **Customizable dashboards** to show staff assignments, priorities, deadlines and progress statuses for every client and service in one place.

A Great Team Player | TEAM COLLABORATION AND COMMUNICATION

Team collaboration has never been more crucial than it is today. With recent events, the majority of tax and accounting professionals are working remotely.

A robust practice management solution can help your staff operate as a team no matter where they sit.

Look for a solution that allows you to:

- 1 Set up and manage your staff in **teams and sub-teams**.
- 2 **Create and delegate tasks** directly from client emails.
- 3 Connect with staff in the context of the work you're doing with **comments on emails, tasks and notes**.



- 4 **Tag** staff members to bring them into conversations.
- 5 Restrict **comment visibility**.
- 6 **Create alerts** for assignments, mentions from staff, client responses and other essential activities.

Brings You Together | CLIENT COLLABORATION

The exchange of information with clients is central to every tax and accounting practice. Requesting, tracking, and following up on information requests can consume significant time in your

practice. A PMS with a secure client portal, automated requests, reminders, and checklists can **streamline collaboration** for you and your clients.

Look for a solution with:

- 1 A secure branded **client portal**
- 2 Task and information **checklists**
- 3 Automatically scheduled client **reminders**

- 4 The ability for **clients to upload documents**
- 5 The ability for **clients to comment** on their assigned tasks



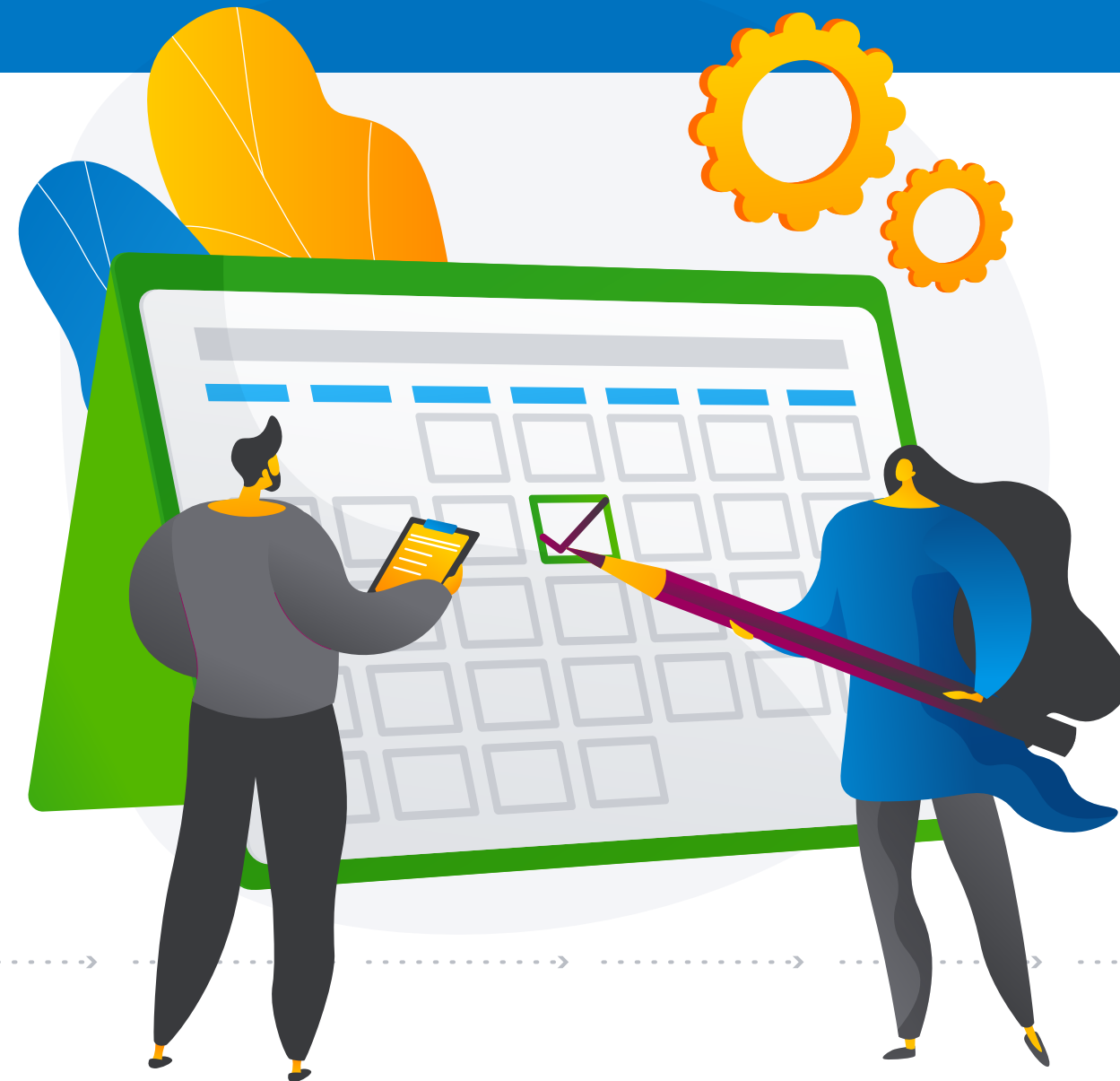
Keeps Track of Everything | CAPACITY PLANNING, TASK MANAGEMENT, AUTOMATION, AND PERMISSIONS

At the core of any practice management solution is **planning and tracking**. Your PMS is your central nervous system to track tasks, progress, clients, status and more.

Visibility into these functions allows you to optimize capacity planning and workload distribution.

Look for a solution with:

- 1 **Task checklists**
- 2 **Staff assignments**
- 3 **Task automation** for standard processes
- 4 **Notifications** for assignments, mentions, and client responses
- 5 **Contact timelines** to the audit history of all emails, tasks, notes and activities for any client



- 6 **Automatic work scheduler** for recurring work
- 7 **Contact categories** and groups to organize your clients, prospects, and suppliers
- 8 **Placeholder job roles** to assign tasks to staff based on role
- 9 Ability to **estimate time and budget** for every job
- 10 Ability to **track time** against clients or jobs

Always Has Room for More | DOCUMENTS, STORAGE, AND DATA MANAGEMENT

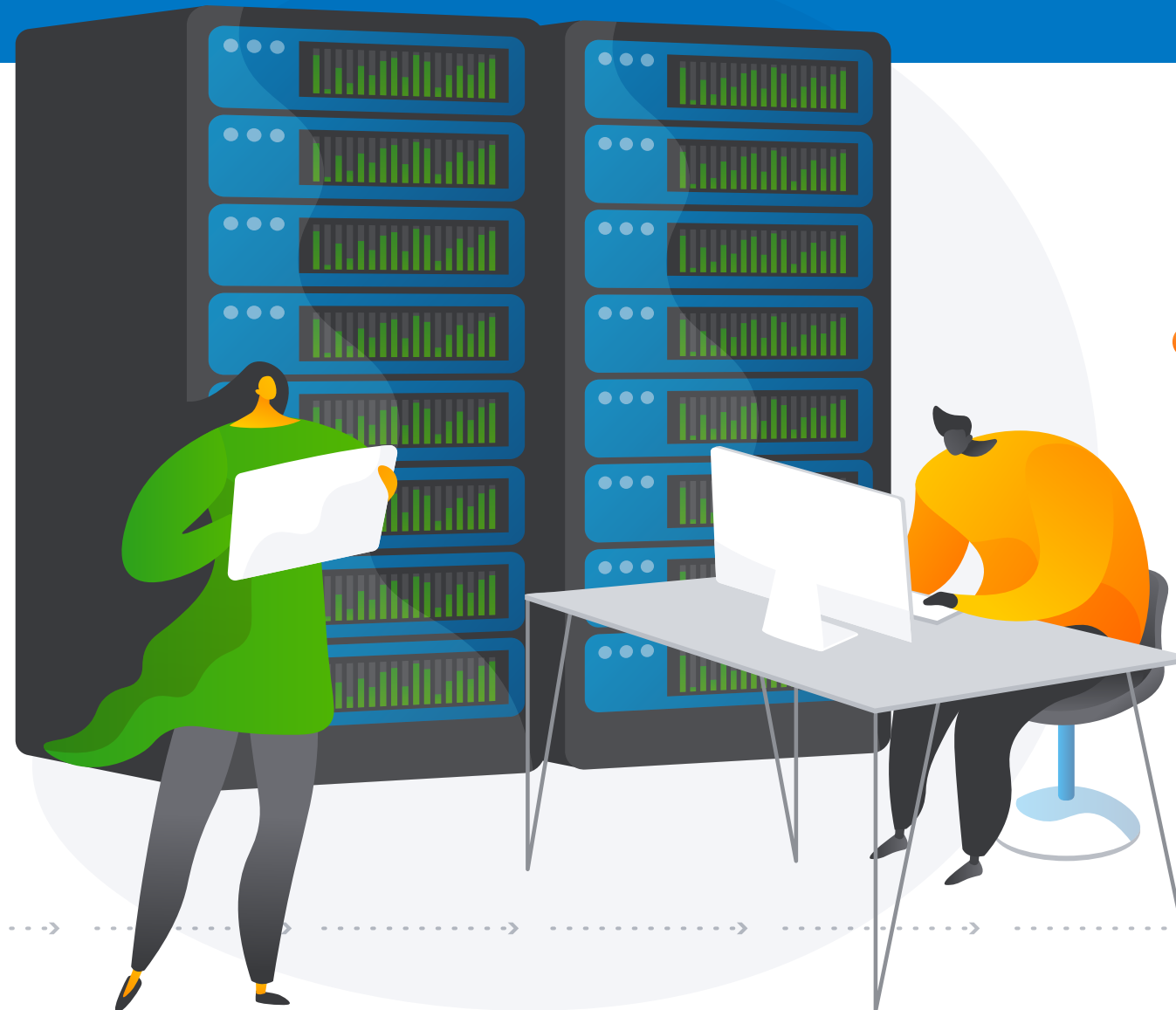
Digital document storage and file management are crucial to efficient workflow. You need to be able to find what you need in seconds through a global search in one place.

Your practice management solution can help your firm do this and still maintain privacy with permissions.

When it comes to documents and storage, your solution should:

- 1 **Arrange stored documents** by client, job, or custom field
- 2 Allow **global search**
- 3 Be able to **attach files** to tasks and notes

- 4 Assign and manage different **levels of access** for files and communications



Values Your Time | TIME AND BILLING

Application integration is crucial to ensure time is allocated, managed, and invoiced seamlessly in a busy practice. Copying or exporting reporting data to transfer between applications

creates opportunities for errors and omissions. However, a robust practice management solution will ensure data synchronization for accurate visibility and integration across all components.

Make sure your PMS can:

- 1 Track staff **time by client or job**
- 2 Process **billing and payroll**
- 3 **Sync data at the client level** across integrated software

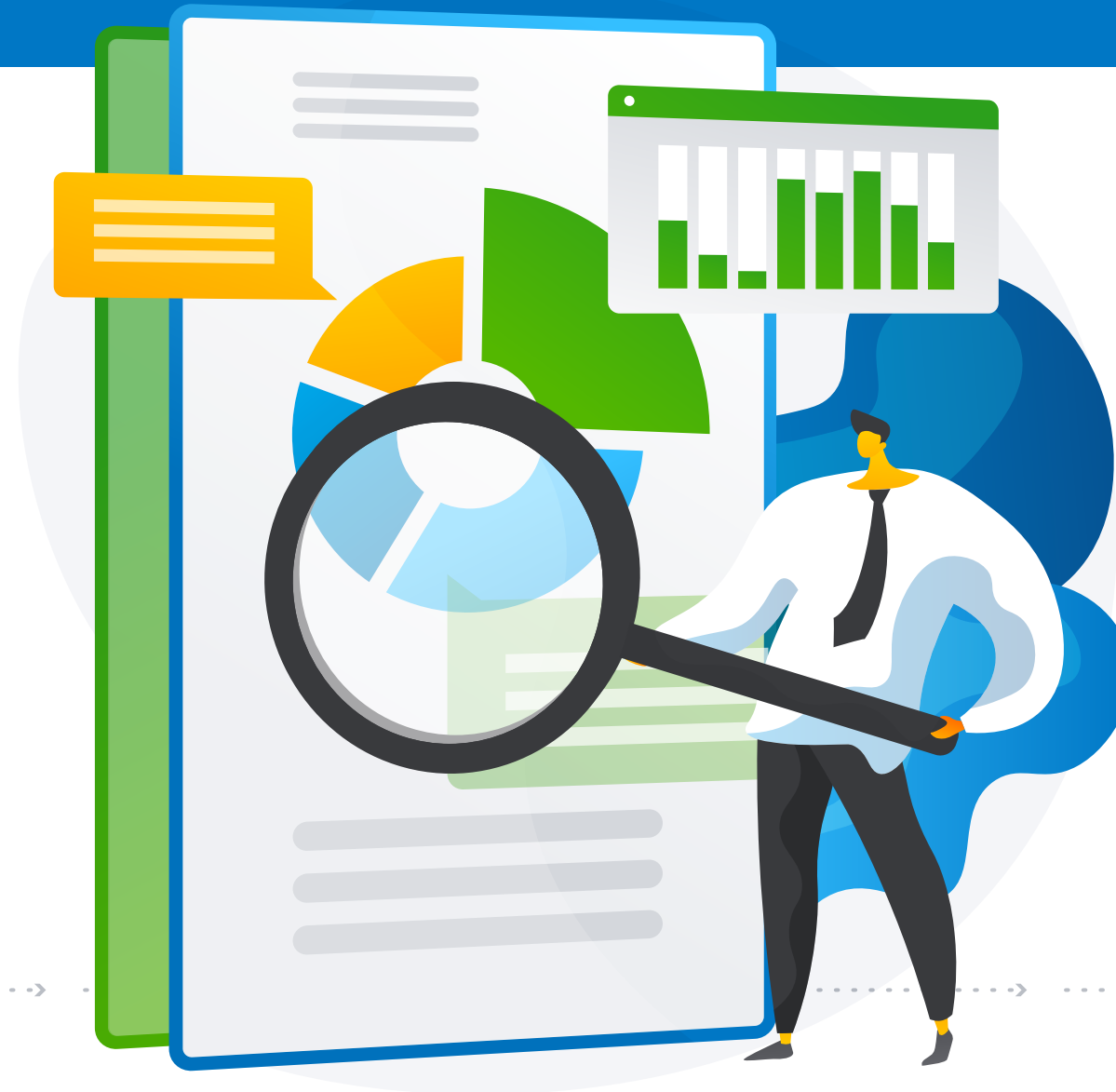


Always Knows the Answers | SEARCH, REPORTING, AND INSIGHTS

A practice management solution can serve as the brain behind your business. Having all of your processes and information in one place

enables dashboards and machine logic to support the **reporting and insights** you need to run your practice at its optimal performance.

- 1 **Dashboards** to view all of your firm's work in one place
- 2 Easy-to-read, detailed **reports** on output, efficiency, and activity



- 3 **Insights** into the clients that need your attention
- 4 **Task prioritization** and filtering
- 5 **Time analysis** by task, client, or project

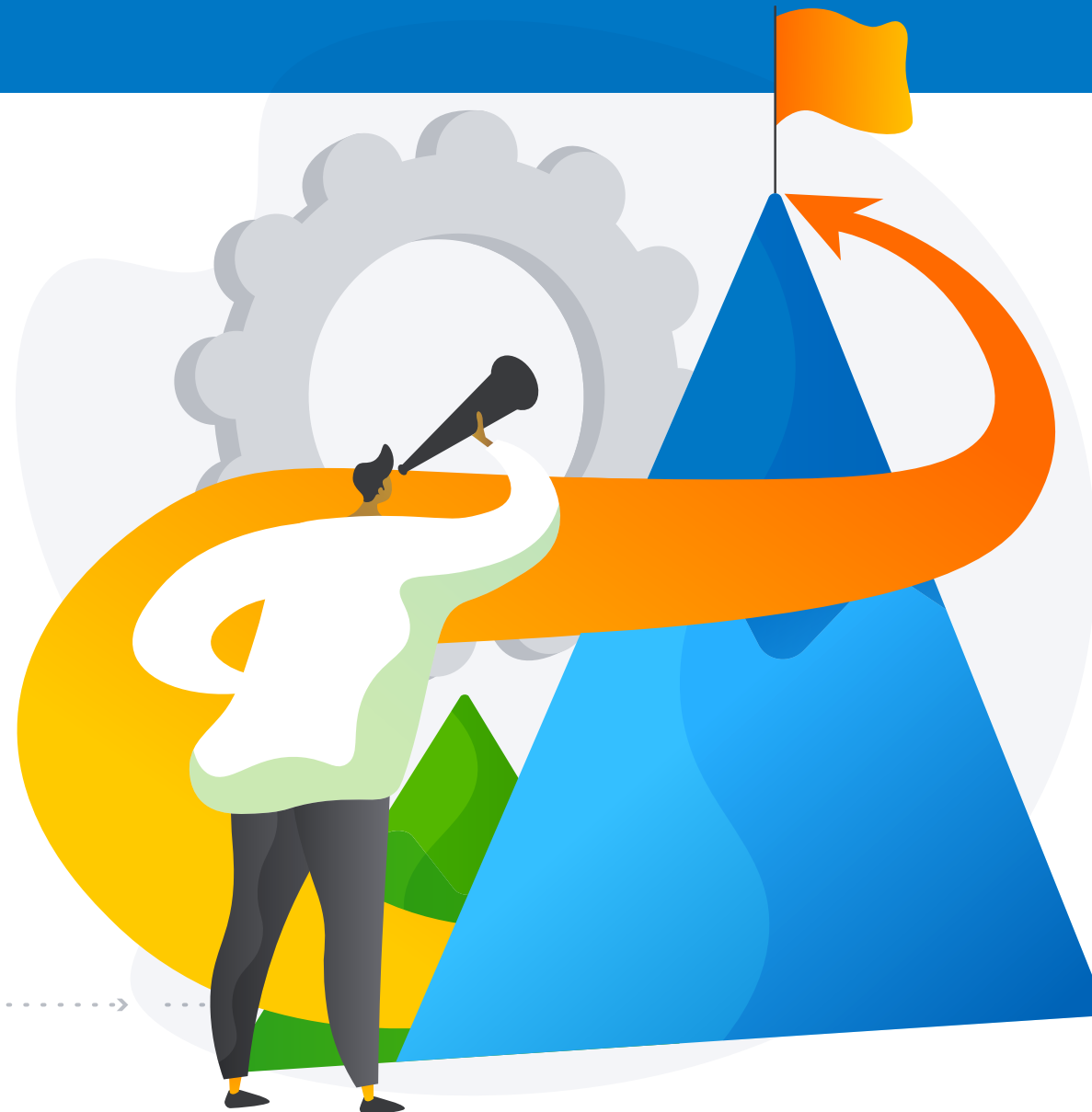
Help You Reach the Peak

A strong practice management solution can help chart the course for success in your business, now and into the future.

It gives you the information and control you need to reach your goals and manage the challenges along the way.

Are you ready to take control of your practice? The best way to truly understand the power of a multi-faceted practice management solution is to see it in action.

Contact an Intuit product specialist today to see what **Intuit Practice Management** can do for you.



Is Practice Management software right for your business?

-  Consult with a product specialist at **833-978-6830**.
-  Schedule a **free demo**.
-  Or **learn more here**.

INTUIT Practice Management

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