



Goodman Jones

IT ALL ADDS UP

How a leading accountancy firm stays ahead of the curve

Challenge

Goodman Jones are one of central London's leading accountants with clients ranging from start-ups to international groups of companies. However, whatever size the client, the personal service that the Partners offer is key to maintaining long-term relationships. To deliver this service, Goodman Jones needed the right systems in place, and installed market-leading DMS iManage Work.

Matthew Cook, the Partner at Goodman Jones who also has responsibility for IT, has seen big changes in the way that accountancy firms work with their clients over the last sixteen years, especially around corresponding and advising by email. All staff needed to be able to access advice given by colleagues in emails, and before the iManage installation this was difficult. As Matthew says, "Email was our single biggest issue, and installing the iManage DMS immediately delivered benefits to the firm, especially around business processes." The iManage DMS is now regarded as a critical business asset and the firm needed an experienced and reliable iManage partner to support the system.

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Challenge

- Needed a **reliable** and knowledgeable support partner
- Partner needed to understand financial sector not just legal
- Requirement for long-term partner who could upgrade and advise

Solution

- Complete review of new iManage integration in firm
- Thorough consultation and **understanding** of support requirements for accountancy sector
- Tailoring of support and Tiger Eye staff training

Results

- Long term support relationship developed
- Tiger Eye team have excellent understanding of supporting accountancy
- Any issues arising solved quickly and efficiently
- Improvements in **productivity** at Goodman Jones legacy documents and emails

Solution

Goodman Jones have seen big improvements in productivity throughout the business and their investment in iManage Work has also enabled them to respond to client requests quickly and in an informed and up-to-date manner.

When Matthew Cook talked to Tiger Eye, he was impressed with their understanding of iManage. Straight away, he could see that they knew the system inside out and that they had the right processes to be able to support a business like Goodman Jones. As he says “They’ve got the knowledge.” Dave Wilson at Tiger Eye took the time to make sure he understood exactly what Goodman Jones needed and Tiger Eye commenced support in 2012. Matthew comments “It’s been working very well”. Tiger Eye’s support system means that when issues are passed onto the Tiger Eye team, they can directly access the Goodman Jones DMS system, allowing them to resolve problems straight away. Matthew says, “They get back to us pretty quickly.”

Results

Goodman Jones have seen big improvements in productivity throughout the business and their investment in iManage Work has also enabled them to respond to client requests quickly and in an informed and up-to-date manner. Instead of wasting time hunting for documents, Partners and staff can just get on with their work. Matthew says, “Now there’s no way we can live without it”.

For a company like Goodman Jones that depends on close relationships with sophisticated clients, having the right IT systems is a given. However, those systems need support that is both reliable, accurate and up-to-date. Tiger Eye’s extensive experience means that the Goodman Jones DMS operates as effectively as possible for the business and its staff. Another advantage for Matthew Cook is that, when the time came to upgrade the entire system, he knew that Tiger Eye understood the system, and what the business required, and with that knowledge Tiger Eye could help to take Goodman Jones’ DMS to the next stage.

Background Goodman Jones LLP

Goodman Jones are one of central London’s leading accountants with clients ranging from start-ups to international groups of companies. Central to Goodman Jones’ philosophy is the belief that close, professional partnerships are the key to delivering successful results. This philosophy extends to its external partners as well. The industry-leading iManage Work DMS was installed in 2012 and Tiger Eye were recommended to Goodman Jones to support the system, and the relationship has continued ever since.

“**Tiger Eye have vast experience. It’s been working very well.**”



Matthew Cook
Partner

Matthew Cook, a Partner with extensive experience across a wide range of businesses, oversaw the iManage implementation and selection of Tiger Eye to support and maintain the system. Since 2012, Tiger Eye have worked closely with Goodman Jones and have a thorough understanding of how iManage is implemented and used in an accountancy environment. The system was upgraded in 2016 and continues to be a critical business asset for Goodman Jones.



To find out more about data management and how it can help your business:



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