

*Integrated Outsourcing Solutions You can rely on*

# *Connect* **ACCOUNTING**

*The Power Behind Your Practice!*



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PO Box 3622, Erina, NSW 2250  
Erina Business Centre, 155 The Entrance Road, Erina, NSW 2250  
Tel (02) 8188 2700 [www.connectaccounting.com.au](http://www.connectaccounting.com.au)

## *System Requirements*

Connect Accounting will provide you with 'Set-up' instructions to be followed by your IT consultant, however you will need the following system requirements:

- ADSL/Cable internet connection
- Windows XP or Vista
- Any of the following accounting software:
  - MYOB AO/AE
  - APS
  - HandiSoft
  - Solution 6
  - Quick Books
  - Bank Link
  - Xero
  - ELITE TAX
  - BGL
  - Desktop Super
  - Super fund Live
  - Class Super
- Skype account created and installed on PC

## *How to get Started?*

### **1. Set up remote Access**

Connect will provide you with 'Set-up' instructions to be followed by your IT consultant. Your IT consultant will communicate directly with our team in India. The set-up process is straight forward, as it is similar to standard remote access systems. An important part of the process is the security level of your system, which your IT consultant will manage.

### **2. In-house Champion**

An 'In-house Champion' should be appointed within your firm, to manage the relationship with our team in India. Our experience shows that this role is best suited to a senior accountant, with a good appreciation of system and work flow. He or she will need to instruct our Indian team on client specific issues and work flow priority.

### **3. Trial Jobs**

Up to 6 jobs should be scanned into a directory on your system and an initial telephone meeting arranged (via Skype), so that our team in India can run through the process and work papers with you. Our Indian team will then start work on your jobs, with regular contact with the assigned 'In House Champion'.

### **4. Follow Up**

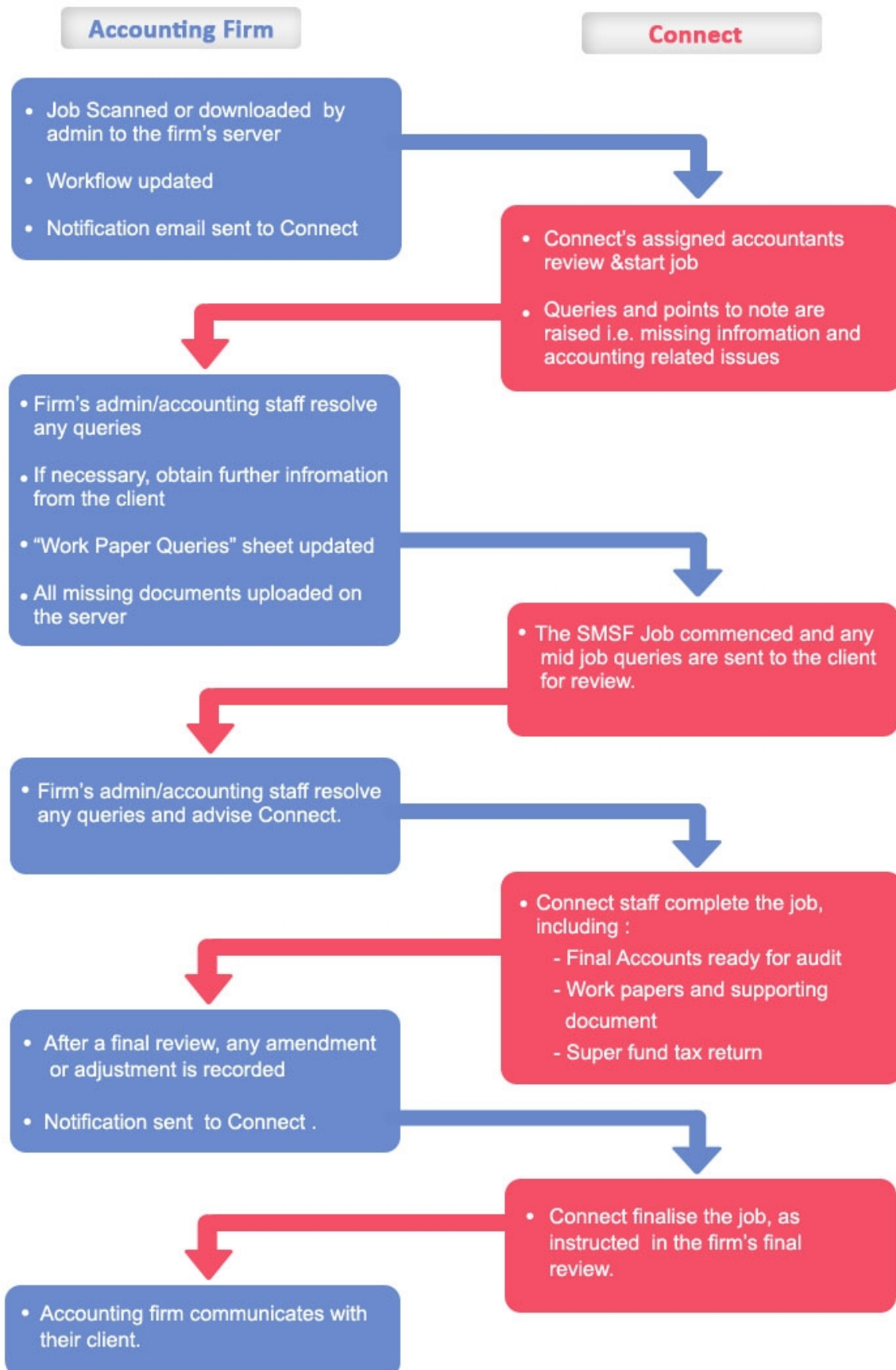
When the trial job have been completed, a further meeting needs to be arranged where any amendments to processes are agreed and a workflow system is established.

### **5. Agreed Work Gets Assigned**

Once the process is streamlined, the volume and timing of work needs to be identified. Resources in India are allocated to achieve the specified turnaround time on jobs. A simple terms of trade is signed. We do not demand minimum quantities of work and you can terminate the arrangement at short notice.



# CONNECT WORKFLOW PROCESS



## FAQ: ANSWERS TO SOME COMMON QUESTIONS

### **Q: What specific accounting work can Connect Accounting undertake?**

**A:** We undertake the full range of accounting and superannuation compliance tasks, including:

- Accounting and taxation compliance work for companies, trusts, partnerships, sole traders and individuals
- BAS, interim accounts and other regular accounting functions for small and medium sized business.
- Self-managed superannuation funds
- Preparation of working papers and files for the audit of self-managed superannuation funds.
- Audit 8 Work papers 8.

### **Q: What is Connect Accounting's turnaround time for work?**

**A:** Our turnaround time for standard accounting compliance and SMSF work is 2 weeks. If something is urgent it can be turned around in 48 hours.

### **Q: What is Connect Accounting's quality of work like?**

**A:** Our quality of work is excellent. We promptly send through answers to queries and proactively contact our clients if necessary. Our work is completed to the standard you would expect of a senior accountant or junior manager based in Australia. We also have a team of senior accountants who review jobs prior to finalising.

### **Q: What Super systems is Connect Accounting able to work with?**

**A:** We are able to work with a wide variety of Super systems including: Desktop Super, BGL, Superline, Class Super.

### **Q: What software systems do Connect Accounting work with?**

**A:** We regularly work with all common software systems including:

- MYOB AO/AE
- APS
- HandiSoft
- Solution 6
- Quick Books
- Bank Link
- Xero
- ELITE TAX
- BGL
- Desktop Super
- Super fund Live
- Class Super

### **Q: How secure is my data?**

**A:** Team India works within the security constraints of the CA's existing IT environment. In addition Connect undertakes the following:

- All employees sign confidentiality agreements
- No records are taken from Connect premises
- Accountants are restricted to work for Connect Accounting only
- On completion of the assignment, all records are destroyed
- Client confidentiality is maintained at all times
- Only authorised personnel are allowed on the premises
- Connect maintain industry standard virus protection on all software



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**Q: How easy is it to communicate with Connect Accounting?**

**A:** All our Connect Accounting staff speak English well and without a strong accent, so phone conversations run smoothly. We communicate with all clients via regular Skype meetings, as well as via regular emails covering both administrative and technical matters. If necessary, we help you get set up on Skype. We respond to queries and return calls and emails promptly.

**Q: What is the set up like in India? Is it a respectable operation? How do they treat their staff?**

**A:** The Connect Accounting office is based in Mohali in India. The operations are run along the lines of an Australian CA firm with a high quality office and a qualified, high standard workforce who welcome client input. We have been outsourcing in India since 2007. All of our staff receive above award wages and conditions. We are a popular and well respected employer because we treat our staff well.

All of our staff receive regular ongoing training and have structured career advancement opportunities. We have a very low staff turnover and many long serving employees.

We encourage all our clients to visit our Indian office. If you would like to see some pictures of the office set up, please visit our website. If you would like to talk to an Australian accountant who has visited our Indian operations, we are very happy to supply you with a list of referees. And if you would like to visit our Mohali office-you are always welcome.

**Q: Are Connect easy to deal with administratively? How well do they understand the Australian business landscape?**

**A:** We pride ourselves on making the process as easy and smooth as possible for all our clients. We have completed over 10000 Australian and New Zealand financial statements and tax returns. On a daily basis we deal with Australian and New Zealand tax law, reporting requirements and the subtleties of Australian and New Zealand business operations.

**Q: Will I deal with the same Connect Accounting staff on all my jobs or will I have a different contact person for every job?**

**A:** Each client has an allocated Connect Accounting team to do all their work. That way we can develop a good understanding of your business, your clients, how you work and any areas where you may require additional assistance.

*"We have had a very positive relationship with Connect and this has been due to not only the high standard set by Connect, but also the time that we have spent working with Connect refining our systems and procedures."*

*-BRW Top 100 chartered accounting firm*

For more information or to run a  
**FREE TRIAL**  
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# CASE STUDY: BRW TOP 100 ACCOUNTING FIRM

## *The Beginning*

We were invited to visit the office in India and to trial some of our SMSF and business advisory client work, as well as to witness first-hand how the process was managed.

Our first visit to India was a real eye opener, within hours of our arrival the team in India were well into processing the first SMSF with very little training on our software.

During the remainder of my visit the team were able to prepare accounts and income tax returns for a range of clients including companies, trusts and partnerships.

### *The client*

The client is a 5 partner Chartered Accounting and Financial Planning firm, based in regional NSW, with clients stretching across the broader Central Coast region to Sydney and throughout Australia.

### *Reason for outsourcing*

They found that they were being constantly plagued by the lack of suitable staff, the rising costs of employment and client sensitivity to fee increases for compliance work.

## *Outcome*

Since our initial visit, we have steadily increased our use of outsourcing and have seen a real transformation in the way in which our firm operates, including:

- The improvement of job turn-around times.
- A reduction in write-offs
- Our quality staff are fast tracked to more advanced tasks

The process works very smoothly and our staff are well trained in how to prepare and manage the work that is to be outsourced. The Connect outsource team can handle most jobs with very little assistance and the amount of re-work is almost non-existent. We are also able to get work done as and when it comes in and have increased the amount of tax planning that we can manage, as we can have interim accounts prepared quickly and accurately.

The range of work that we now outsource includes: interim and final accounts for all types of entities

- tax returns for companies, trusts, partnerships and individuals
- self-managed superannuation funds accounts
- audits
- BAS preparation

*"We see the Connect outsource team as an extension of our team. Connect has transformed our office and increased our efficiency and improved our systems beyond our expectations."*



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