

Any solution we bring into our firm has to do one thing: Make us money. That requirement applies to practice management software as much as tax preparation, consulting or valuation analysis software. While we were evaluating BillQuick, three things stood out over the competing packages: ease of operation, good value and excellent support.

"The value side was good too. Any tool has to deliver good features at a reasonable price. BillQuick does that.

"Finally, support is critical. We work with many software packages. A manual and help screens are important, but poor support can make software a hassle rather than an asset. During our evaluation we talked to BillQuick Support multiple times. They were responsive, fast, friendly and informative. They had the right attitude and the right skills. In short, they have been there when we had questions."

We were productive with BillQuick right after installation. Lost time from phone calls and interruptions don't happen any more. Capturing time and expenses is efficient and flexible; no more duplication of entries. And billing recurring, flat fee and hourly clients is easy. What used to be a couple days a month has become an hour. Most invoices take only a few clicks to create.

Alan noted that while integration with QuickBooks was not a requirement for a practice management solution, BillQuick's real-time integration with QuickBooks was a factor in the final decision. "We're QuickBooks ProAdvisors. We use it in-house and support it in many client offices. BillQuick handles sharing data with QuickBooks behind the scenes. No duplicate entry." Fox and Fiorino also gain additional benefits from real-time, on-demand information in both BillQuick and QuickBooks.

Asked to highlight BillQuick capabilities that are most important to him, Alan added, "We're still peeling back the layers. Okay, there's still a lot. One thing is all our time and expenses are now online. WIP is recorded quickly and accurately, and it's complete. Another thing is I can track staff time; see how productive they are in real-time. I can see if they're having a good or off day, and that their time is being efficiently utilized.

"Then there's billing. BillQuick handles our traditional and non-traditional services with ease. Flexibility is great. Even though our write-downs are lower than national averages, BillQuick makes it easy to do and tracks them by employee and project.

Information is important to us. It's essential to our continuous improvement management style. BillQuick offers productivity, profitability, cash flow and other analysis reports, plus dozens of listings and other reports. We simply choose what works for our firm and management style.

Taking a breath, Alan laid out the bottom line.



“Let me quantify this for you. Before we implemented BillQuick, our admin person, Kathy spent significant hours per year managing time sheets and rekeying it into another program. At her billable rate, there were a significant number of non-productive/non-billable hours. Kathy now has less overtime. Financial results to our firm reflect an increase in revenues and cash flow of 10%, and 15%, respectively.

“In other words, BillQuick met its requirement: Make us money. BillQuick was found and implemented because we’re always looking for better tools and better ways to manage our firm.”

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