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IT IN ACCOUNTANCY PRACTICES

A review of
the market for
accountancy
software

Research Report
January 2007

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1. Introduction

This is a report of research undertaken for the Faculty of Information Technology of the Institute of Chartered Accountants in England & Wales during November 2006.

The survey updates similar surveys undertaken since 2000, with similar if not exact repetitions of questions, and undertaken among the same population. Comparisons are made with the preceding surveys where appropriate.

The research was managed and reported by the Members' and Market Research Centre of the ICAEW, along with the Faculty of Information Technology, and designed, conducted and analysed by TNS, an independent market research company.

Research interviews were conducted by telephone with persons with **management responsibility for decisions regarding IT** within 700 accountancy practices in England and Wales. In addition 175 'boost' interviews were conducted in order to obtain sufficient responses for selected software products to allow for in-depth analysis.

All offices which took part in the 2004 survey were re-contacted and further interviews were completed at new practices carefully selected to ensure that the overall profile (number of partners across all offices as defined by the ICAEW database) matched the previous survey in 2004.

2. Executive Summary

2.1. General environment

The IT environment in most accountancy practices has remained stable since 2004. The incidence of practice websites is consistent with the 2004 survey and the usage levels of most types of software are also stable.

Although website incidence remains consistent, there is evidence that practices are becoming more familiar with the technology, with more realistic expectations on the likely benefits which are increasingly being met. Satisfaction levels with the value realised from websites have increased significantly and there are high expectations that greater value will be realised over the next 12 months.

The use of the internet for e-commerce for remote book keeping has also continued to increase. However, there is still significant confusion on the meaning of the term. As we have seen the emergence of new terms such as software-as-a-service which cover the same area, the confusion appears to continue.

Although most software usage is mature, we have seen growth in two particular types of software. Company Secretarial software continues to grow, following the trend of previous surveys. Practice management software has also grown significantly. This has had a knock on effect to standalone packages which offer similar functionality, with a substantial drop in separate time and fees packages. We have also seen little growth in standalone document management and customer relationship management packages.

This year, we asked for the first time about the integration of software, which is a potential issue often cited by software users. The survey results bear this out, with the majority of firms using software from more than one supplier and potentially needing to re-key basic data between applications. The software industry was also not seen to be doing enough in this area.

2.2. ICAEW IT in Accountancy Practices Survey 2006-07: Software leaders

We have examined satisfaction ratings on aspects of product and service for the most widely used software packages and highlighted those products which are comparatively highly rated. We have only compared those products with a survey sample above 30 (original sample plus boost interviews, if any) to ensure that we can make a reasonable statistical comparison. These findings are based solely on the survey criteria and do not take price into account, nor suitability for specific office / practice requirements.

We have only highlighted those products where there is a clear difference between them and their competitors in terms of perceived performance and recommendation.

Accounts Production:	IRIS Accounts Production VT Final Accounts
Personal Taxation:	Drummohr Tax Assistant PTP TaxReturn
Corporation Taxation:	Drummohr Tax Assistant PTP CT Platform
Payroll:	Superpay
Practice Management:	IRIS Practice Management MYOB Viztopia Practice Management

3. Population

We have used Institute members as a “route in” to practices. The interviewers made chartered accountants the first point of contact, and then asked to speak to the person with management responsibility for decisions regarding the practice’s financial and business software - if that was not the person they were already speaking to. Chartered accountants are found as employees, managers, directors, proprietors and partners in practices of all sizes, and there was little difficulty in reaching a sufficiently large sample of practices of each size. Any differences between the sample interviewed and the true distribution of UK practices by size are compensated by weighting, as shown in the table and charts below.

As sole practices were under represented in the sample, they were given a greater weighting to reflect the true distribution of sole practices in the UK. Larger practices were given a reduced weighting to reflect their true distribution.

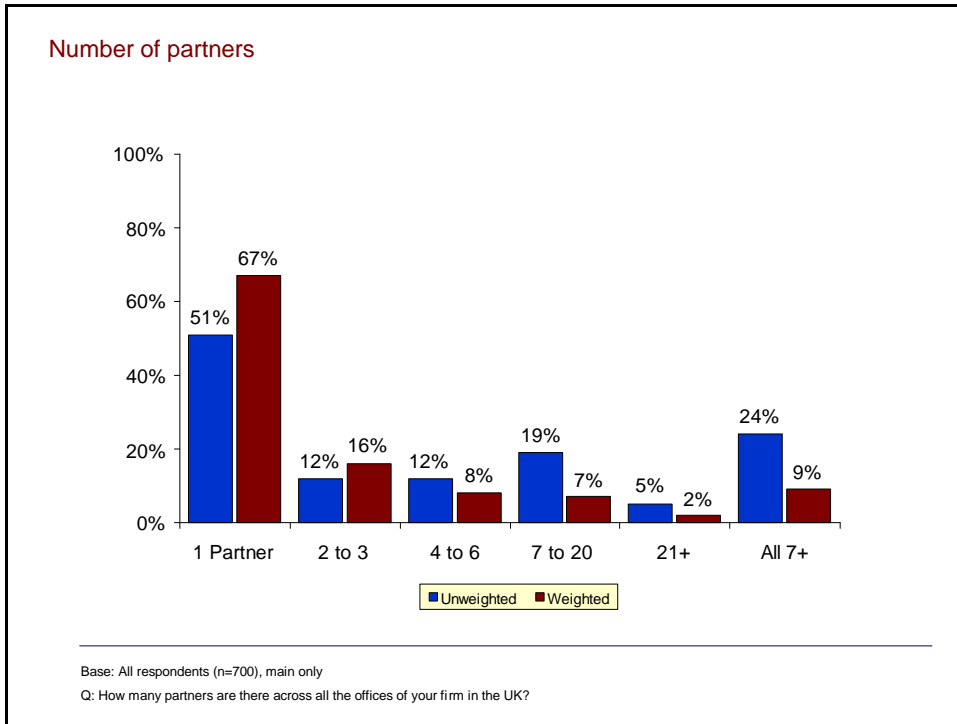
For reporting purposes, practices with two to six partners and practices with seven or more partners have been grouped, as per the table below.

Sample distribution weighted, unweighted, main sample only

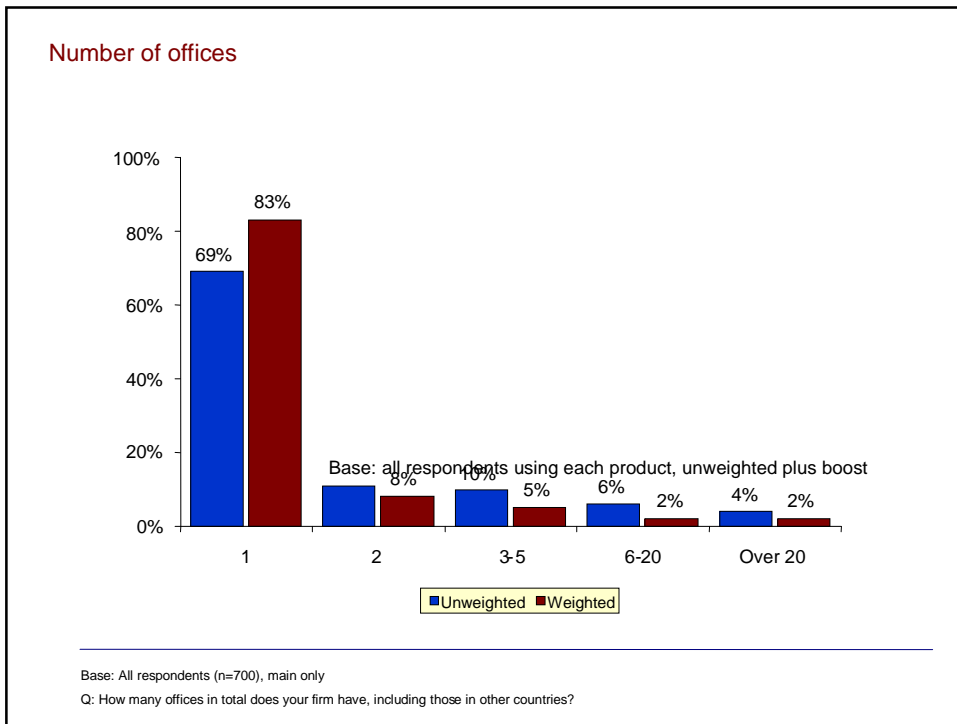
Size of Practice (No. of Partners)	Sole (1 partner)	Smaller (2-6 partners)	Larger (7+ partners)	Total Number*
Unweighted	356 (51%)	174 (25%)	170 (24%)	700 (100%)
Weighted	468 (67%)	171 (24%)	61 (9%)	700 (100%)

* Figures may not sum due to rounding

The chart below illustrates the weighted and unweighted sample distribution by practice size.



The chart below illustrates that the weightings applied for practices by size is consistent for the number of offices that a practice has. Practices with one office have been given a greater weighting to represent their true distribution in the UK, whilst practices with more than one office have been given smaller weightings.

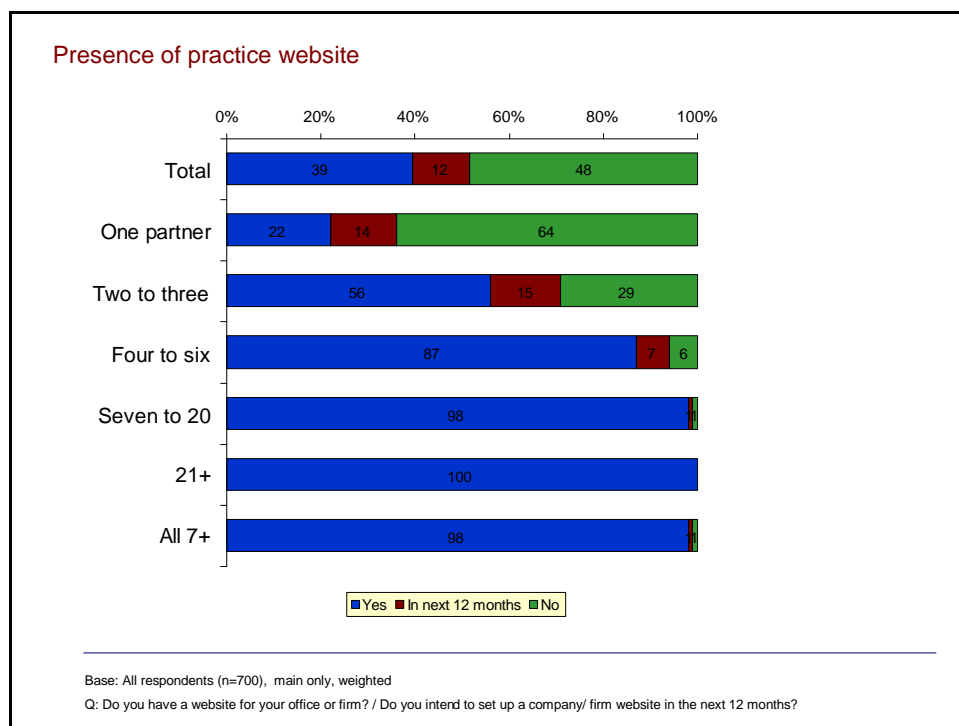


4. General IT environment

4.1. Practice website

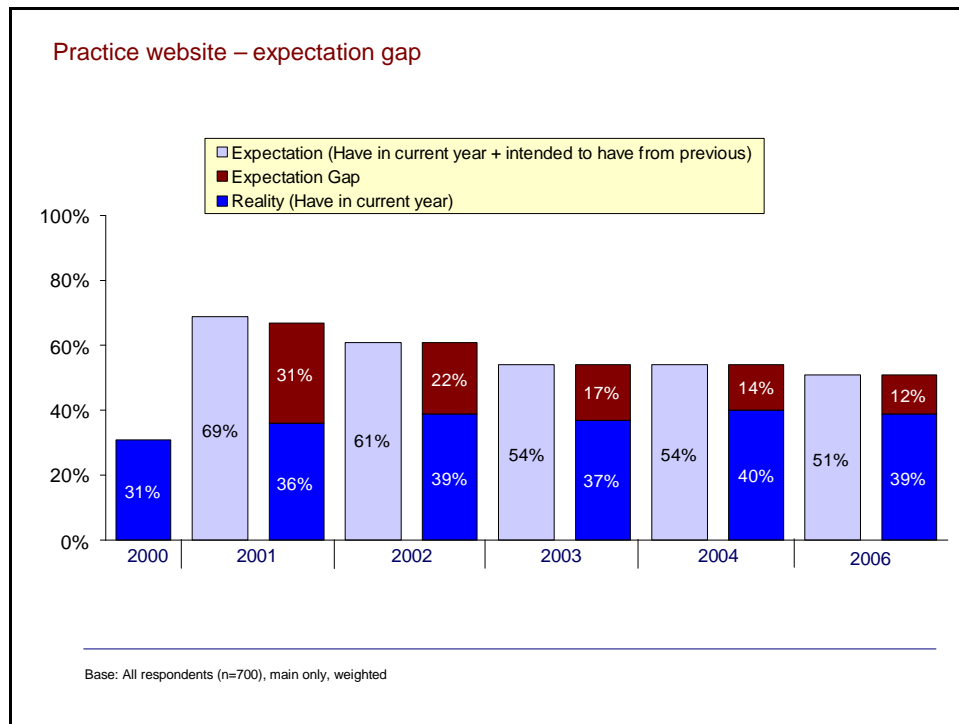
39% of all firms have a website for their practice, with a further 12% intending to set one up over the next 12 months.

As we might expect, the larger practices are more likely to have a practice website. Nearly all practices with 7 or more partners have a web site. This contrasts with only 22% of sole practitioners who have a website, although 14% intend to set up a web site in the next 12 months. Whilst practices with 2-3 partners continue to have the highest expectations of setting up a web site, this number has dropped from 23% in 2004 to only 15% in 2006.

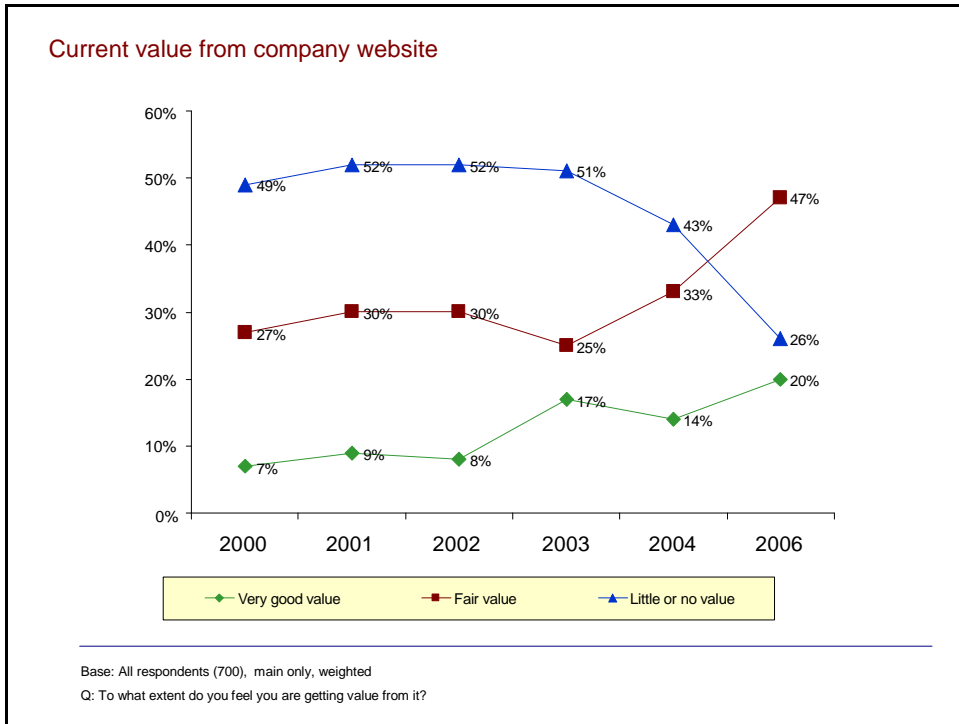


Looking at the trends, the number of firms with a web site has remained consistent between 37% and 40% since 2002. In parallel, there have also been high expectations of setting up a web site over the next 12 month period. However, these expectations have largely not been realised, as web site numbers have remained consistent, and we have highlighted this expectation gap in the chart below. This

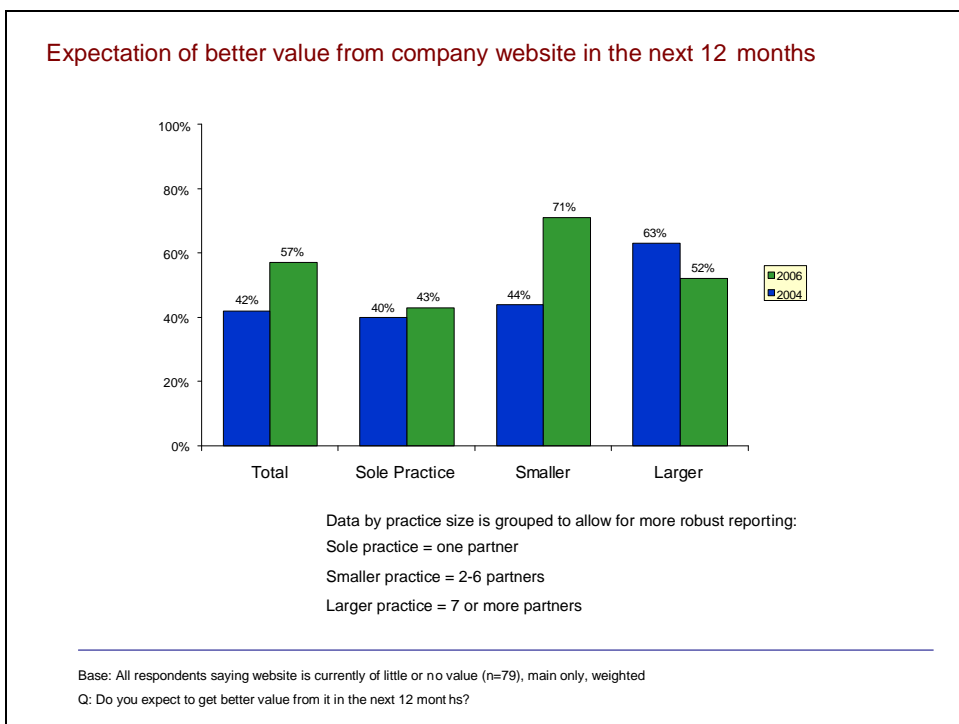
year, whilst the gap continues to exist, it has again narrowed, as expectations for new websites continue to decrease.



The chart below shows the trend for the perceived value of websites, the satisfaction figures have increased significantly since 2004. The majority of firms in 2006 believe that the websites provide very good or fair value, with only 26% perceiving little or no value. This increase in the perception of value is likely to be driven by a number of factors. Practices are likely to be becoming more familiar with the technology and likely benefits, enabling them to maximise use of the website and ensuring expectations are realistic. Web technology is also becoming cheaper and easier to install and maintain. Therefore the benefits which are required to give a perception of value are likely to be less than in 2000, when substantial time and money was required on the technology.



There are also higher expectations that better value will be realised over the next 12 months, with 57% of those who perceived little or no value expecting to get greater value over the next 12 months. This compares with only 42% in 2004. This is particularly strong with the smaller firms, with 71% expecting to realise greater value over the next 12 months.



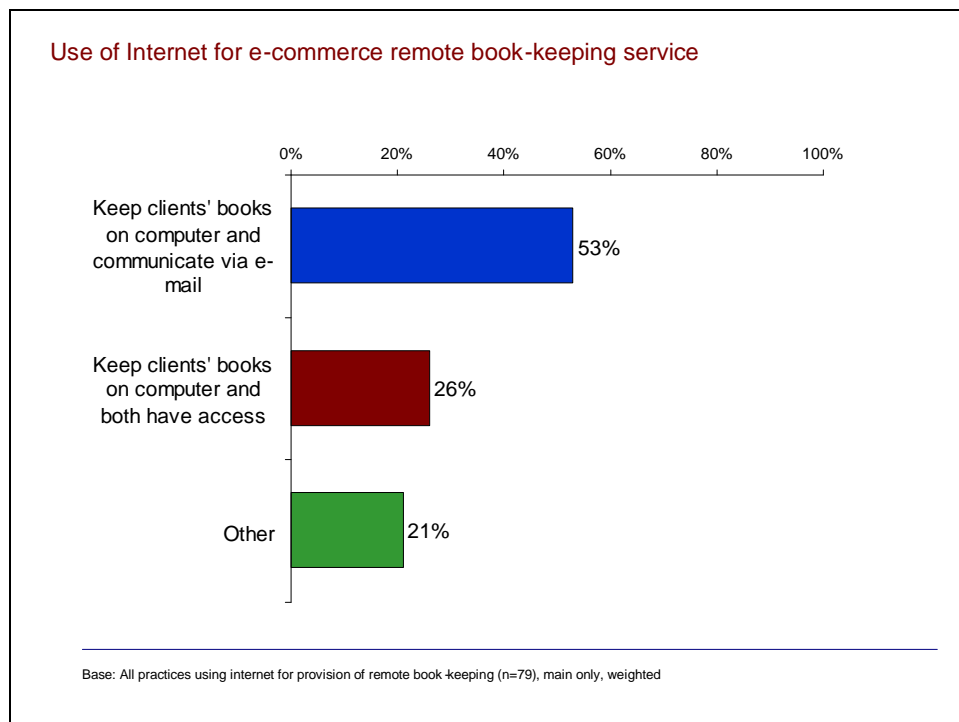
Sole practitioners continue to have the lowest expectations going forward, with only 43% expecting to see greater value. Although the number of large firms expecting greater value remains higher, it has decreased in 2006. This may suggest that firms in this sector believe they have already realised all the potential value that is possible from websites.

4.2. Use of Internet for e-commerce for remote bookkeeping

11% of firms now provide a remote book-keeping service to customers, with another 10% intending to do so in the next 12 months. This represents a 5% increase from 2004.

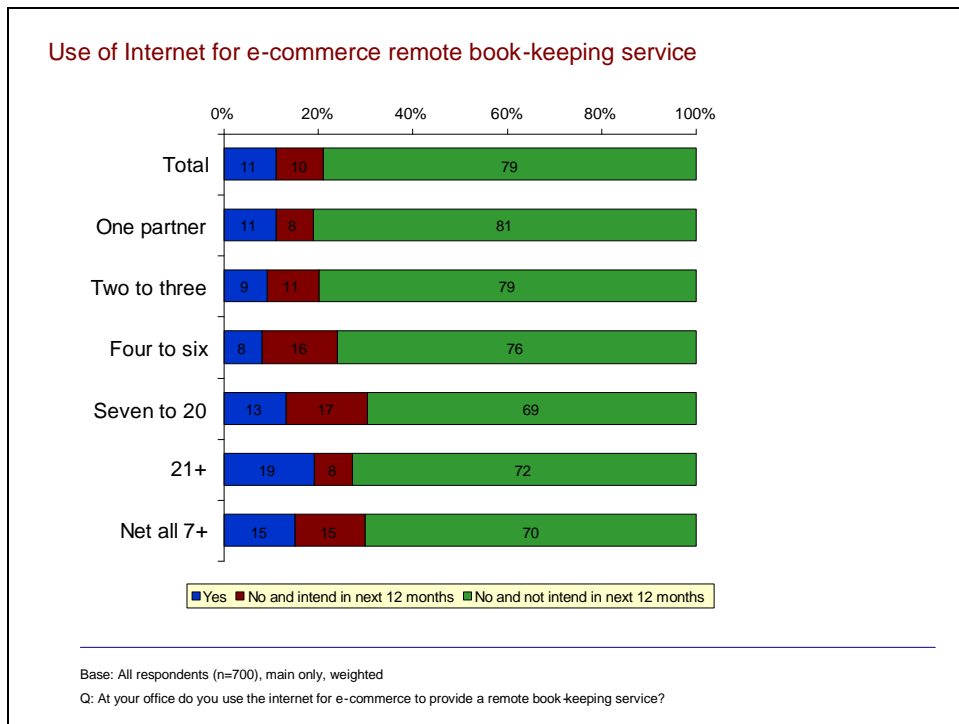
Since 2003, we have been asking for clarification on what respondents mean by remote book keeping, as we realised then that some respondents may be referring to a looser definition of the service. We define a pure model of this type (Application Service Provider, or ASP) as keeping the clients' books under the control of the firm and allowing both to have access in order to make book-keeping entries or run reports. This contrasts with the looser definition where the clients' books are simply kept under the control of the firm and communication is via email.

This year, the definition continues to be mixed. Whilst the percentage using the broader definition remains consistent, only 26% define the services they offer as the pure ASP model, which is a drop of nearly 20%. 21% now define it as "other", suggesting continuing confusion on the terminology. As new terminology emerges for similar models, such as software-as-a-service (SaaS), the confusion in this area on definition looks likely to continue.



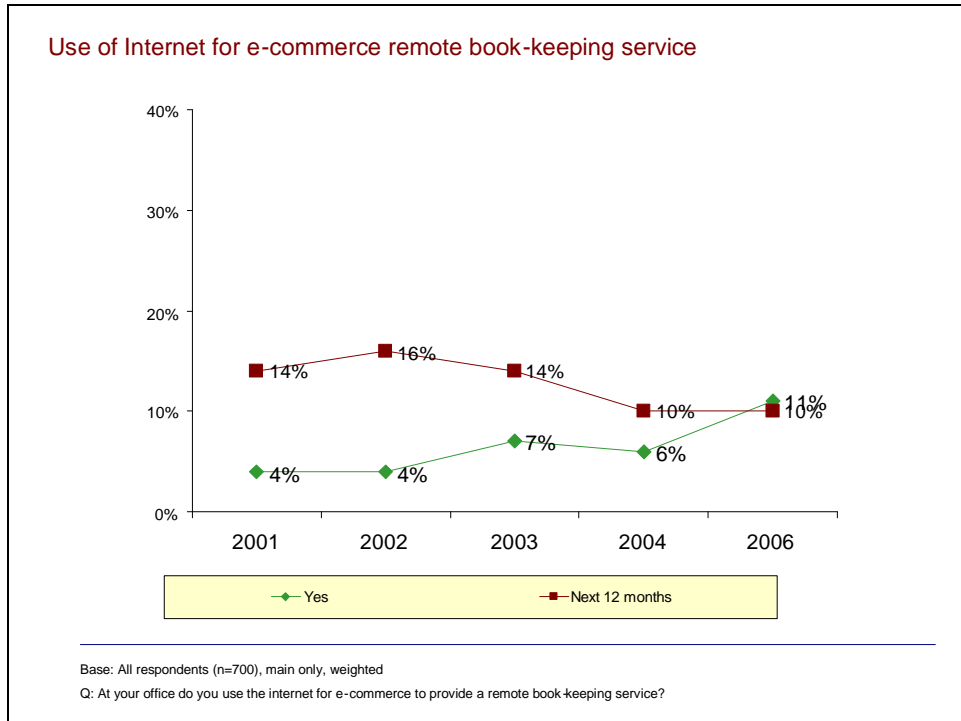
This service is still provided predominantly by the larger firms, with 15% of 7+ partner firms offering the service. However, it has also grown with the sole practitioners, with 11% now offering the service, up from 4% in 2004.

The greatest growth potential appears to be in the medium to large firms, with 16% of 4-6 partner firms and 17% of 7-20 partner firms intending to set up such a service in the next 12 months. This is consistent with previous surveys though and, whilst the service has grown over the last 12 months, it has not met the growth expectations reported in the previous survey.



Of those who do use e-commerce to provide a remote book-keeping service, 98% perceive it to be very or quite useful, with only 2% finding it not really useful.

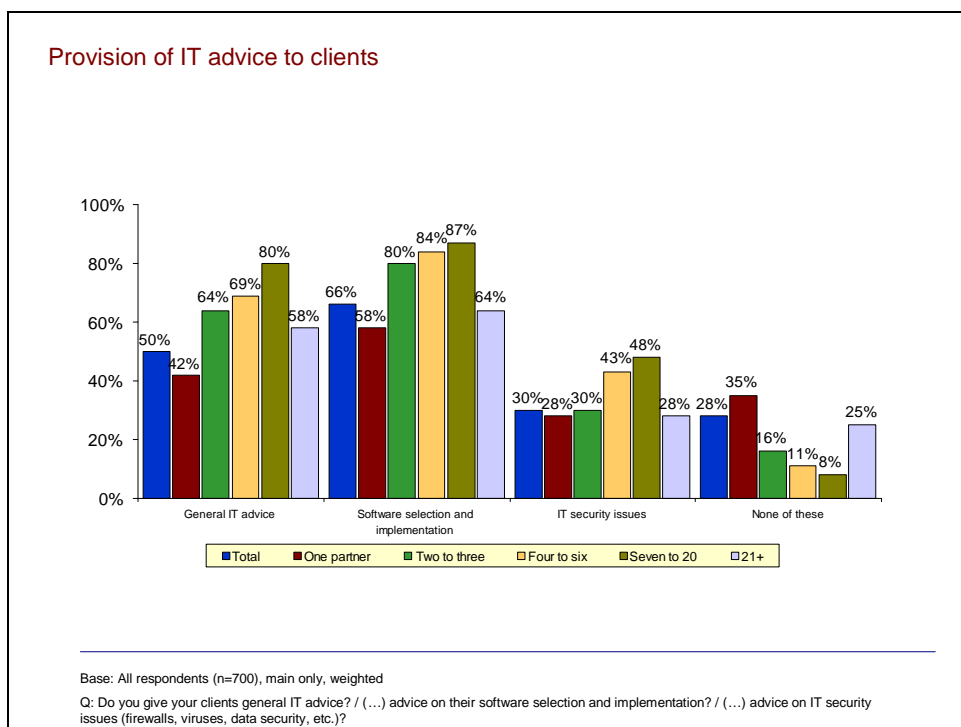
As highlighted earlier, the trend this year shows an increase both in terms of those offering the service and those intending to offer it over the next 12 months. This is shown in the chart below.



4.3. Provision of IT advice to clients

General IT advice is given by 50% of firms to clients. This is a reduction of 6% from the 2004 survey and this drop is reflected in all firm sizes.

More than half of the surveyed firms give specific advice on software selection and implementation (66%) and nearly a third of firms also advise on IT security issues (30%). Just over a quarter (28%) give advice on none of these matters, which is consistent with the 2004 survey (27%).



5. Software applications

Respondents were asked about:

- Whether they had a software package for a specific activity
- Which software package they used
- Their rating for different aspects
- Whether they would recommend it to other accountancy offices or firms
- Whether it had failed in a business critical respect during the previous 12 months or 2 years
- Whether it had failed due to a software malfunction (as opposed to hardware problems, human error, or other non-software problems).
- Whether they had any plans to replace their software

Note that the figures quoted throughout our report for business critical failures relate only to software malfunctions and not all business critical failures. This approach contrasts with 2004, when all business critical failures were quoted, regardless of cause.

The aspects they were asked to rate the software on were:

- Performance (what it does)
- Reliability
- Ease of use
- Quality of initial service from supplier
- Quality of on-going support and maintenance

The software applications asked about were:

- Accounts production
- Personal taxation
- Corporation taxation
- Payroll
- Accounting (bureau bookkeeping)
- Practice management

In addition, market share data was gathered for:

- Company secretarial
- Standalone time and fees
- Document management
- Customer relationship management.

However, the applications used for the above four functions were not assessed for satisfaction and performance.

In previous years, we have reported fully on time and fees. However, as practices increasingly move to practice management software, and the usage of standalone time and fees software decreases, we are reporting fully only on practice management this year.

We have represented the “market share” results in two ways throughout the report. On the one hand, we represent “market share” by the simple number of accountancy practices or offices which use the application. In other words, one office is equal to one user and this is the way that we have traditionally represented our results. However, given the varying size of practices, we recognise that this does not reflect the market by actual number of licences purchased or value of market share.

In a survey of this size and type, it is not feasible to collect detailed data on licences etc. However, in order to provide a fuller picture of the market to the reader, we have also adjusted the weighted results to reflect the size of firms which purchase the software, based on the number of partners. As a result, packages which are used predominately by larger firms appear higher in the rankings than they would under the traditional methodology. Likewise, products which are used primarily by smaller firms are given a smaller “market share” in the adjusted results.

We recognise that this is only a rough proxy for the value of the market. However, we believe that it will be helpful to the reader to provide a more complete picture of the overall marketplace.

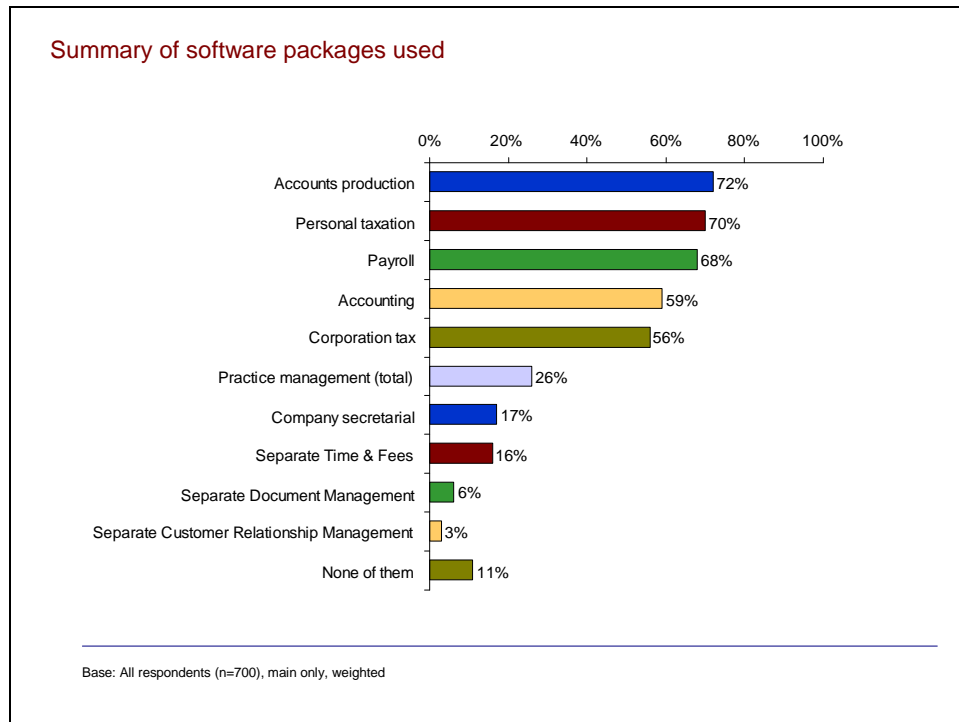
Overall incidence data (“market share”) is reported on a weighted basis unless otherwise indicated. Figures shown in brackets denote data gathered in 2004.

The comparative assessment of individual packages has been based on unweighted data.

Packages with 1% share or less (weighted) are included in the ‘other’ category.

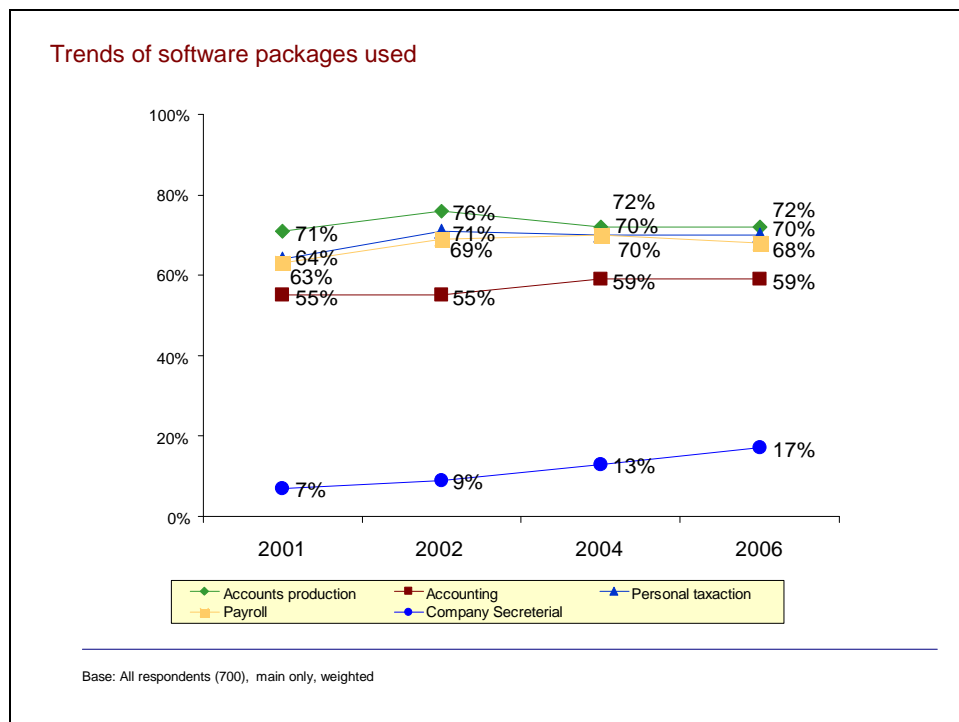
5.1. Use of software applications

The chart below shows that over two thirds of firms use Accounts Production, Payroll and Personal Taxation software. Just over half of the survey use Corporation Tax and Accounting software. Whilst over 25% use Practice Management software, the remaining packages are used by less than 1 in 5 practices.



In terms of trends, usage levels of most types of software have remained stable since 2001. We believe that the usage levels in the mature software areas represent the type of work undertaken by firms in practice, rather than any significant further opportunities to implement new software. In other words, all firms which undertake personal taxation work, for example, have software now in place to support this process and the 30% which do not have software simply do not undertake work of this nature. In these categories, changes in market share are likely to be driven by replacement of existing software more than growth in the overall market.

However, two categories of software continue to show strong growth. Company Secretarial software has increased from 13% of firms to 17%, continuing the trend from 2001. This is shown in the chart below.



Practice management software has also increased from 16% to 26%. In parallel, standalone time and fees software has reduced from 23% to 16%, suggesting that practices are moving from specific time and fees packages to more general practice management software.

Neither separate document management nor customer relationship management software have shown significant growth since 2004. However, practice management software may include functionality in either or both of these areas, which is likely to limit the growth of those standalone packages.

Each of these applications is now examined individually in more detail, looking at how commonplace these packages are among responding practices, in the two ways outlined previously. Through this approach, we can highlight the market focus of each product.

We have then compared the performance and satisfaction ratings for the products with a respondent sample size of 30 or more, and highlighted those products that tend to be more highly rated by respondents, overall, than others. In order to be able to report on satisfaction across a greater variety of products, we have 'boosted' the number of interviews for some products to reach a minimum sample size of 30.

Again, note that the analysis of package performance is based on unweighted data. As the weighting applied discriminates against larger practices, and some software is

marketed specifically at different sectors, we have based the ratings on unweighted data. The effect of this is to decrease the already large and extensive coverage of smaller practices, and provide more comparative data for larger practices.

In previous years we have compared the results that would be obtained from weighted and unweighted data and found that there would be no appreciable differences between the two methods and the outcomes published in this report.

5.2. Accounts Production

Accounts production remains the most widely reported software application, used by 72% of practices (compared with 72% in 2004, 76% in 2002, 71% in 2001 and 69% in the 2000 survey).

The market remains the same as in 2004, with the top 5 packages continuing to account for 83% of the market share. The top 5 software packages also remain the same, with only small levels of change in market share and no new challengers.

Q28b: Breakdown of Accounts Production software usage

Base (all using accounts production packages: main sample, <i>weighted</i> data)	% of respondents	Base (all using accounts production packages: main sample, <i>weighted</i> data)	% of respondents adjusted to reflect firm size
IRIS Accounts Production	32% (32%)	IRIS Accounts Production	26%
Sage Accounts Production	21% (19%)	MYOB Viztopia Accounts Production	20%
VT Final Accounts	12% (10%)	Sage Accounts Production	16%
Sage Accounts Production Advanced	9% (12%)	Sage Accounts Production Advanced	12%
MYOB Viztopia Accounts Production	9% (10%)	VT Final Accounts	7%
Caseware	2% (2%)	Caseware	6%
Bookkeeping package	2% (5%)	Digita Accounts Production	3%
In-house or self-design (including using a spreadsheet)	2% (3%)	In-house or self-design (including using a spreadsheet)	3%
Eureka Accounts Package	2% (-)	Bookkeeping package	2%
Digita Accounts Production	1% (-)	Eureka Accounts Package	1%
Other	6% (6%)	Other	3%
Don't Know	2% (1%)	Don't Know	1%

Comments based on unweighted data

2004 figures shown in brackets

Figures may not sum to 100% due to rounding

IRIS Accounts Production continues to maintain its dominant position, staying on 32% of market share, using the traditional methodology. **Sage Accounts Production** has increased from 19% to 21% and continues to be the closest challenger; and the two Sage products (Accounts Production and Accounts Production Advanced) combined bring their total to 30%, not far behind IRIS.

When considering the market share weighted by firm size, the same five packages dominate the rankings. The ordering is significantly different however. Whilst **IRIS Accounts Production** maintains the top position, its lead is reduced from 13 percentage points to 6 points. **MYOB Viztopia Accounts Production** moves into second place, increasing its share from 9% to 20%, which reflects its usage primarily in larger firms.

Sage Accounts Production drops into third place, while in contrast, **Sage Accounts Production Advanced** benefits from this weighting. This reflects the market focus of each of the **Sage** products which, when combined, achieve 28% on this basis. **VT Final Accounts** drops into 5th place, which would be expected as this package is primarily used by small firms. **Caseware** is also predominantly a package for larger firms and increases its share from 2% to 6% under this weighting.

Rating of Accounts Production products

Item	Overall Score/Rating	Caseware	IRIS Accounts Production	Sage Accounts Production	Sage Accounts Production Advanced	VT Final Accounts	MYOB Viztopia Accounts Production
<i>n</i> =	553	30	166	103	55	51	72
Total Score (max 100)	80	78	85	73	74	84	79
Performance	4.1	3.9	4.4	3.7	3.9	4.2	4.0
Reliability	4.2	3.9	4.3	3.9	3.8	4.4	4.1
Ease of Use	4.0	3.5	4.2	3.6	3.7	4.3	3.8
Initial service	3.9	4.1	4.1	3.5	3.6	4.2	3.9
On-going support	3.9	4.0	4.2	3.5	3.4	3.9	3.9
Failed in business critical sense	7%	10%	7%	5%	11%	6%	6%
Would recommend	83%	60%	92%	83%	75%	94%	88%

Base: all respondents using each product, unweighted plus boost

Summary

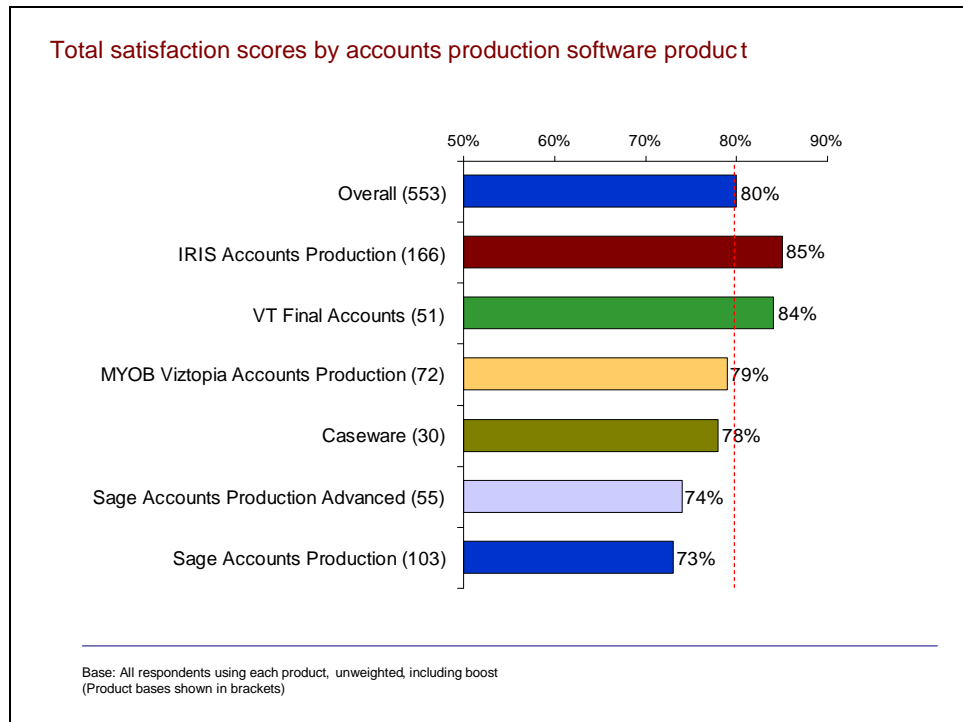
IRIS Accounts Production and **VT Final Accounts** both score highly, and are the top rated packages. We do not consider the margin between the applications to be statistically significant at only 1 point, and they are relatively clear of the rest of the field.

IRIS Accounts Production scores highly in all categories, although it has a marginally higher failure rate than both **VT Final Accounts** and **MYOB Viztopia Accounts Production**. Its particular strength is performance and it scores significantly higher than the rest of the products in ongoing support.

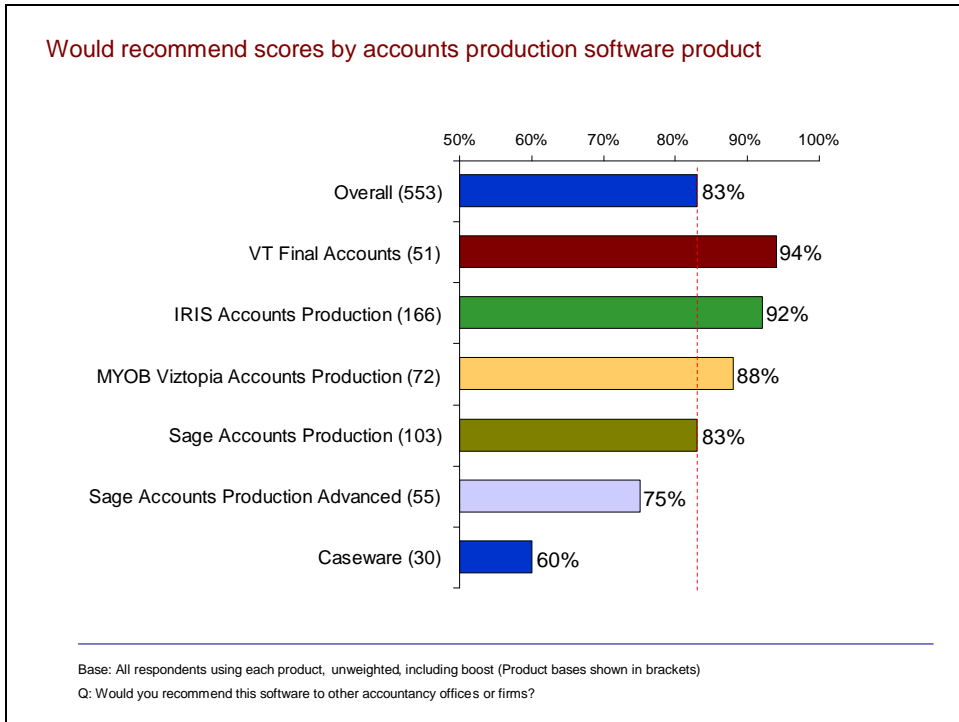
VT Final Accounts is a package primarily for smaller firms and therefore its strengths of reliability and ease of use are likely to be important in maintaining and growing its market share. Although it has a lower score in ongoing support, it has the highest recommendation rate of all the packages.

Both **Sage** products score comparatively lowly across all categories, with ongoing support a particular low point for both packages. **Sage Accounts Advanced Production** also has the highest level of business critical failures, which may have contributed to the comparatively low recommendation rate.

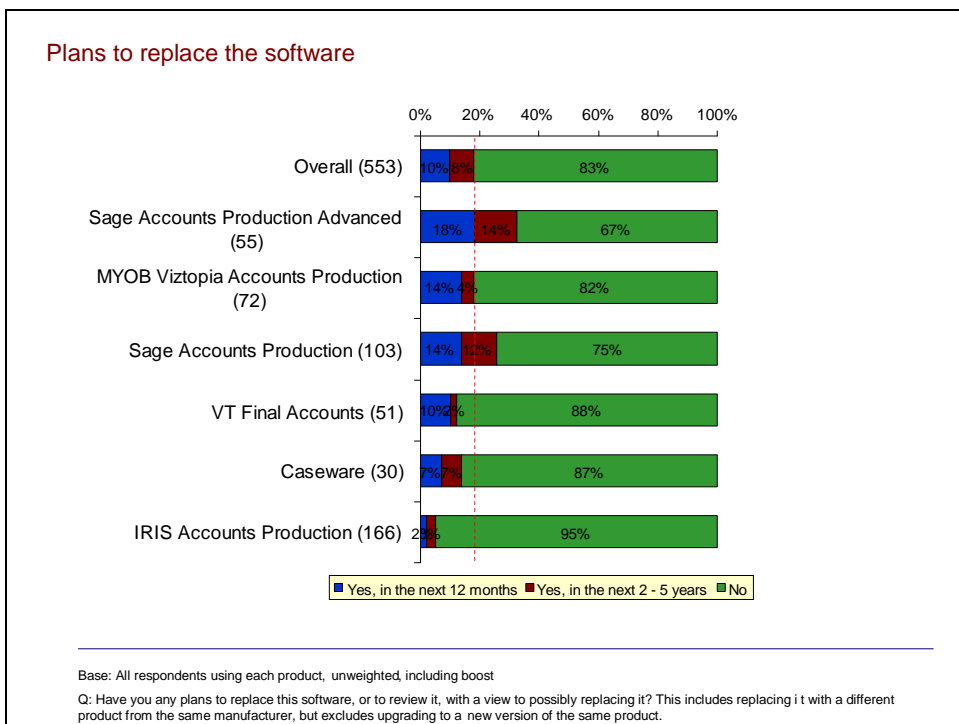
Caseware has a mix of results, scoring highly in initial service but comparatively lowly in reliability and ease of use. This may have contributed to the low recommendation rate of 60%.



The chart above shows how each product compares to the average satisfaction rating. As in 2004, only two products – **IRIS Accounts Production** and **VT Final Accounts** – score above average.



As can be seen above, four packages have average or above average recommendation rates, with **VT Final Accounts** the most highly recommended and **IRIS Accounts Production** close behind. The low recommendation rate of **Caseware** brings the average score down, and only two products score below average.



Whilst **VT Final Accounts** may be the most highly recommended and be placed joint top of the overall satisfaction scores, 10% of customers plan to replace the product over the next year. As a small and relatively inexpensive package, this is likely to reflect the growth plans of existing customers, and the expected need for a bigger package, rather than dissatisfaction with the product.

Sage Accounts Production Advanced and **Sage Accounts** have the lowest customer loyalty scores, reflecting the low levels of satisfaction with both products. Although **Caseware** has a low recommendation rate, only 7% of customers intend to replace it in the next 12 months.

Further information

Caseware	Credence Software Ltd	0870 848 2100	www.caseware.com
Digita Accounts Production	Digita	01395 270 273	www.digita.com/pro
Eureka Accounts Production	Eureka Software	024 7635 1414	www.eureka-software.com
IRIS Accounts Production	IRIS Software Ltd	0870 428 1327	www.iris.co.uk
MYOB Vitzopia Accounts Production	MYOB (UK) Ltd	0208 997 5500	www.myob.co.uk
Sage Accounts Production	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
Sage Accounts Production Advanced	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
VT Final Accounts	VT Software	0208 995 1142	www.vtsoftware.co.uk

5.3. Personal taxation

Personal taxation software remains the second most widely reported software application, used by 70% of practices.

Looking at the traditional methodology, the market has narrowed slightly in 2006. The two biggest players, **IRIS Personal Tax** and **PTP TaxReturn**, have grown marginally, and the next 5 players have fallen slightly or remaining stable. As a result, the market share of the top 2 packages has grown from 46% to 48%. Otherwise, market shares remain relatively stable.

Q32b: Breakdown of Personal Taxation software usage

Base (all using personal taxation packages: main sample, weighted data)	% of respondents	Base (all using personal taxation packages: main sample, weighted data)	% of respondents adjusted to reflect firm size
IRIS Personal Tax	32% (31%)	IRIS Personal Tax	27%
PTP TaxReturn	16% (15%)	MYOB PerTAX	27%
Sage Personal Tax	9% (11%)	CCH Taxpoint	11%
MYOB PerTAX	7% (9%)	Sage Personal Tax	8%
Digita Taxability Pro	6% (7%)	Digita Taxability Pro	7%
CCH Taxpoint	6% (6%)	PTP TaxReturn	7%
LKA Objective Tax	5% (4%)	Drummohr Tax Assistant	3%
Drummohr Tax Assistant	5% (3%)	Forbes Pro Tax	2%
Acorah (formerly Intuit) TaxCalc	4% (3%)	Acorah (formerly Intuit) TaxCalc	1%
Forbes Pro Tax	4% (3%)	LKA Objective Tax	1%
Tax shield	2% (2%)	Tax shield	0%
Other	2%* (3%)	Other	1%
Don't Know	3%** (2%)	Don't Know	4%

Comments based on unweighted data

2004 figures shown in brackets

Figures may not sum to 100% due to rounding

** Includes inhouse/ self design*

*** Includes invalid answer*

IRIS Personal Tax continues to dominate the market, on the basis of the traditional results, with double the share of the nearest challenger.

Using the results which have been weighted by firm size, **IRIS Personal Tax** continues to lead the field. However, this is now shared with **MYOB PerTAX**, which has increased its share from 7% to 27%, reflecting its high usage in large firms. **CCH**, another package dominant in the larger firms, has also improved its position with this weighting.

By contrast, **PTP TaxReturn** has dropped from 16% to 7%, reflecting its pre-dominance in smaller practices.

Rating of Personal Taxation products

Item	Overall Score/ Rating	CCH Taxpoint	Digita Tax ability Pro	Drummohr Tax Assistant	Forbes Pro Tax	IRIS Personal Tax	LKA Objective Tax	PTP TaxReturn	Sage Personal Tax	MYOB PerTAX
n=	568	41	34	35	30	159	31	65	46	76
Total Score (max 100)	84	80	88	90	85	86	71	91	76	84
Performance	4.3	4.2	4.4	4.6	4.3	4.4	3.6	4.6	4.1	4.4
Reliability	4.3	4.2	4.4	4.7	4.3	4.4	3.6	4.6	3.9	4.3
Ease of Use	4.2	4.0	4.2	4.5	4.4	4.3	3.4	4.5	3.8	4.2
Initial service	4.1	3.8	4.5	4.3	4.2	4.2	3.6	4.4	3.7	4.0
On-going support	4.2	4.0	4.5	4.4	4.0	4.3	3.7	4.5	3.6	4.2
Failed in business critical sense	6%	2%	0%	0%	13%	3%	23%	0%	13%	1%
Would recommend	90%	90%	94%	100%	90%	95%	61%	97%	80%	93%

Base: all respondents using each product, unweighted plus boost

Summary

IRIS Personal Tax, the most highly utilised package, continues to get high satisfaction levels across all categories, particularly in performance and reliability. However, it has moved from first to third this year in terms of overall satisfaction rating. Whilst its ratings have remained largely consistent, we have seen improvements in the scores of other products.

PTP TaxReturn continues to perform strongly in all categories, and has overtaken **IRIS Personal Tax** this year in total satisfaction. It also has no reported business critical failures and enjoys a high recommendation rate of 97%. This high level of satisfaction is likely to have contributed to its maintenance of high market share, particularly in the smaller firms.

Drummohr Tax Assistant has improved its ratings this year to join **PTP TaxReturn** in leading the overall satisfaction ratings. It scores most highly in reliability, which is supported by no reported business critical failures. It has a 100% recommendation rate, which is an achievement unmatched by any other product in this year's survey. Whilst it currently has a relatively low market share, there has been growth since 2004 and the high levels of satisfaction, as well as the recommendation rate, are likely to support further growth going forward.

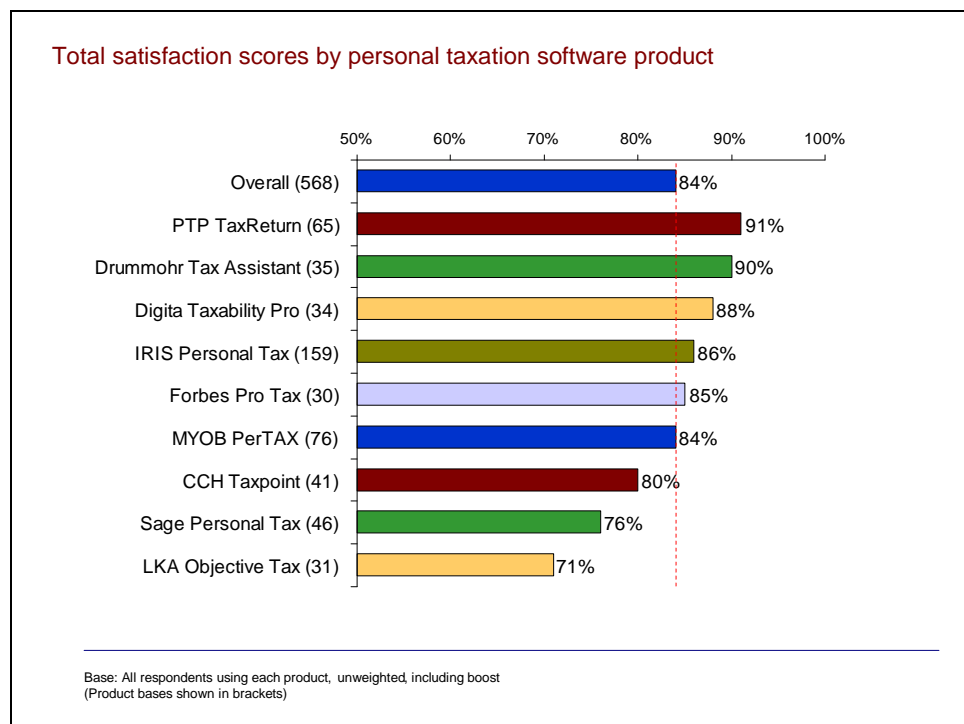
Digita Taxability Pro continues to score highly in on-going support and initial service, as in the 2004 survey. This is supported by no reported business critical failures. Its ease of use is the weakest ranking attribute.

MYOB PerTAX and **Forbes Pro Tax** both perform averagely and their relative strengths reflect their market position. **MYOB PerTAX**, predominantly aimed at larger firms, has performance as its strength, with larger firms likely to be more demanding in the functionality required. By contrast, **Forbes Pro Tax**, aimed at the smaller firms, is particularly strong in ease of use. **Forbes Pro Tax** also has a relatively high critical

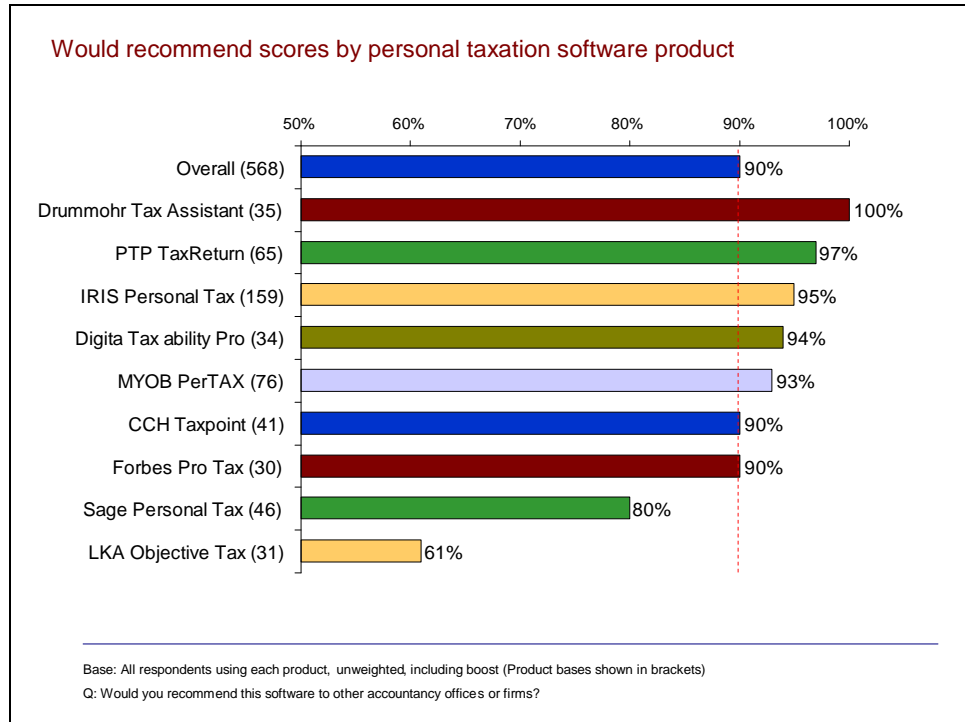
business failure score (13%), though, which may have contributed to the comparatively low recommendation rating.

Sage Personal Tax performed below average in all categories, with ongoing support its lowest rated attribute. It also had a relatively high critical business failure score (13%), as well as a recommendation rate of only 80%. This satisfaction level may be reflected in the drop in market share, which has reduced from 11% to 9% since 2004.

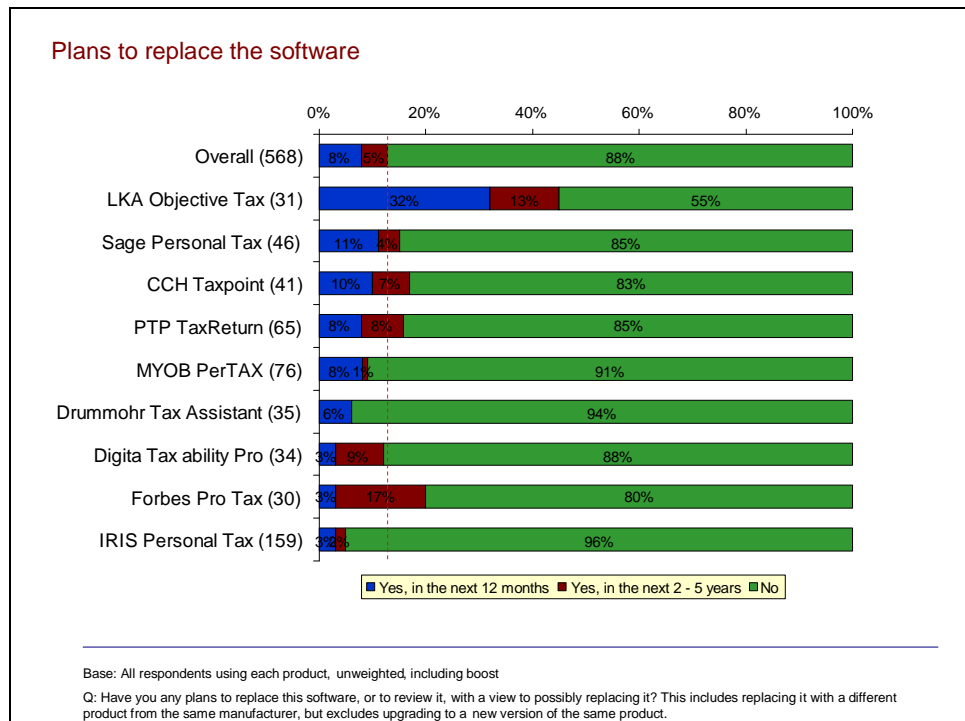
LKA Objective Tax is the lowest scoring product, with a 26% critical business failure score and a recommendation ranking of only 61%.



As can be seen in the chart above, the range of scores is relatively wide, with 20% separating the highest and lowest ranking. This is the greatest range we see in the survey, due to a number of particularly high scoring products.



Most products score relatively highly in terms of recommendation, with **Drummohr Tax Assistant** scoring 100%. Only 2 products are below average.



Reflecting the low level of satisfaction, 32% of users plan to replace **LKA Objective Tax** within the next 12 months, with only 55% having no plans to replace at all. **IRIS Personal Tax** has the highest customer loyalty.

Further information

Acorah (formerly Intuit) TaxCalc	Acorah Software Products Ltd	08707 669925	www.taxcalc.com
CCH Taxpoint	Croner.CCH Ltd	01483 775070	www.cch.co.uk
Digita Taxability Pro	Digita	01395 270 273	www.digita.com/pro
Drummohr Tax Assistant	Drummohr Technology Ltd	01592 753222	www.drummohr.com
Forbes Pro Tax	Forbes Computer Systems	01908 584 674	www.forbes-computers.co.uk
IRIS Personal Tax	IRIS Software Ltd	0870 428 1327	www.iris.co.uk
LKA Objective Tax	Keytime Systems	0845 456 3103	www.keytimesystems.co.uk
MYOB PerTAX	MYOB (UK) Ltd	0208 997 5500	www.myob.co.uk
PTP TaxReturn	PTP Software	01865 370 470	www.ptpgroup.co.uk
Sage Personal Tax	Sage (UK) Ltd	0845 111 1111	www.sage.co.uk/accountants
Taxshield	Taxshield	0870 609 1918	www.taxshield.co.uk

5.4. Corporation tax

56% of firms use Corporation Tax software. Since this software was omitted from the 2004 survey report, we have no direct comparators from the 2004 data.

Under the traditional methodology, **IRIS Business Tax** is the market leader in corporation tax, accounting for 40% of the market. The nearest competitor is **PTP CT Platform** at 13%, with another 11 packages accounting for 41% of the market.

IRIS Business Tax also remains the clear leader when the results are weighted by firm size, although its lead is reduced substantially. As we have seen elsewhere in the survey, the **MYOB** product, **CorTAX**, is used primarily in large firms and therefore has increased its share in these rankings, moving into second. **TCSL Alphatax** also benefits from the adjustment, moving into 3rd place, and increasing its share from 4% to 14%.

As in personal taxation, **PTP CT Platform** is focused on the smaller firms and falls to fifth place in the revised rankings.

Q.33b: Breakdown of Corporation Tax software usage

Base (all using accounting packages: main sample, <i>weighted</i> data)	% of respondents	Base (all using accounting packages: main sample, <i>weighted</i> data)	% of respondents adjusted to reflect firm size
IRIS Business Tax	40% (-)	IRIS Business Tax	31%
PTP CT Platform	13% (-)	MYOB CorTAX	19%
Sage Corporation Tax Lite/Corporation Tax Advanced – powered by Abacus	8% (-)	TCSL Alphatax	14%
MYOB CorTAX	6% (-)	Sage Corporation Tax Lite/Corporation Tax Advanced – powered by Abacus	9%
Drummohr Tax Assistant	5% (-)	PTP CT Platform	6%
Digita Corporation Tax	5% (-)	Digita Corporation Tax	4%
Forbes Pro Tax	4% (-)	CCH	3%
TCSL Alphatax	4% (-)	Drummohr Tax Assistant	3%
CCH	4% (-)	Inhouse/self design	2%
Keytime Corporation Tax Professional	3% (-)	Acorah Taxcalc	1%
Acorah Taxcalc	2% (-)	Keytime Corporation Tax Professional	1%
Other	4% (-)	Other	1%
Don't Know	3% (-)	Don't Know	6%

Comments based on unweighted data

2004 figures shown in brackets

Figures may not sum to 100% due to rounding

Rating of Corporation Tax products

Item	Overall Score/Rating	CCH	IRIS Business Tax	Drummohr Tax Assistant	MYOB CorTA X	PTP CT Platform	Sage Corporation Tax Lite/ Corporation Tax Advanced powered by Abacus	TCSL Alphatax
n=	472	30	158	30	49	45	37	33
Total Score (max 100)	83	74	86	89	78	88	71	83
Performance	4.2	3.9	4.4	4.5	4.1	4.5	3.7	4.2
Reliability	4.2	3.8	4.4	4.7	4.0	4.5	3.7	4.4
Ease of Use	4.0	3.6	4.3	4.5	3.8	4.3	3.2	3.9
Initial service	4.1	3.6	4.2	4.3	3.8	4.4	3.5	4.2
On-going support	4.1	3.7	4.3	4.3	3.9	4.3	3.7	4.0
Failed in business critical sense	3%	10%	1%	0%	0%	2%	8%	0%
Would recommend	84%	73%	94%	90%	86%	93%	62%	82%

Base: all respondents using each product, unweighted plus boost

Summary

As in personal taxation, **Drummohr Tax Assistant** and **PTP CT Platform** score highest in overall satisfaction.

Drummohr Tax Assistant scores strongly in all categories, with its highest rating in reliability, which is supported by no reported business critical failures. Performance and reliability are also strengths. Its lowest scored attribute is initial service, although this still exceeds the average score. Whilst its recommendation rate is above average, it is lower than might be expected given its high satisfaction score.

PTP CT Platform also performs strongly in all categories, with its highest scores being in performance and reliability.

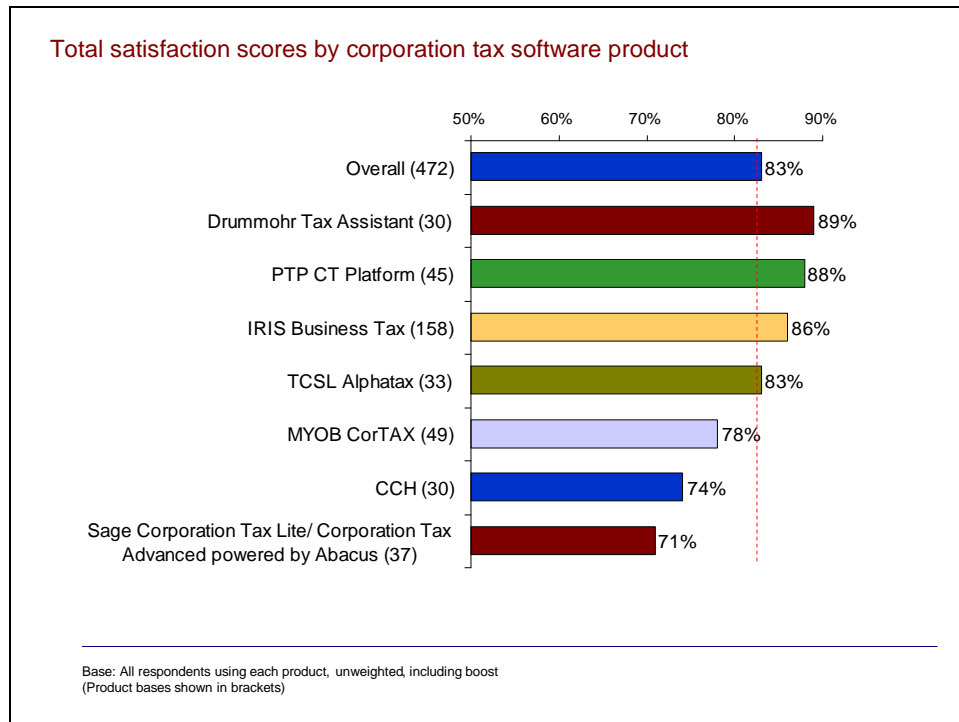
Whilst **IRIS Business Tax** is the most highly used package, it comes third in overall satisfaction levels. It does have the highest recommendation rate, however, which may contribute to the high levels of market share.

Although its recommendation rate is slightly below average, **TCSL Alphatax** meets the average scores in most other categories and has no reported business critical failures.

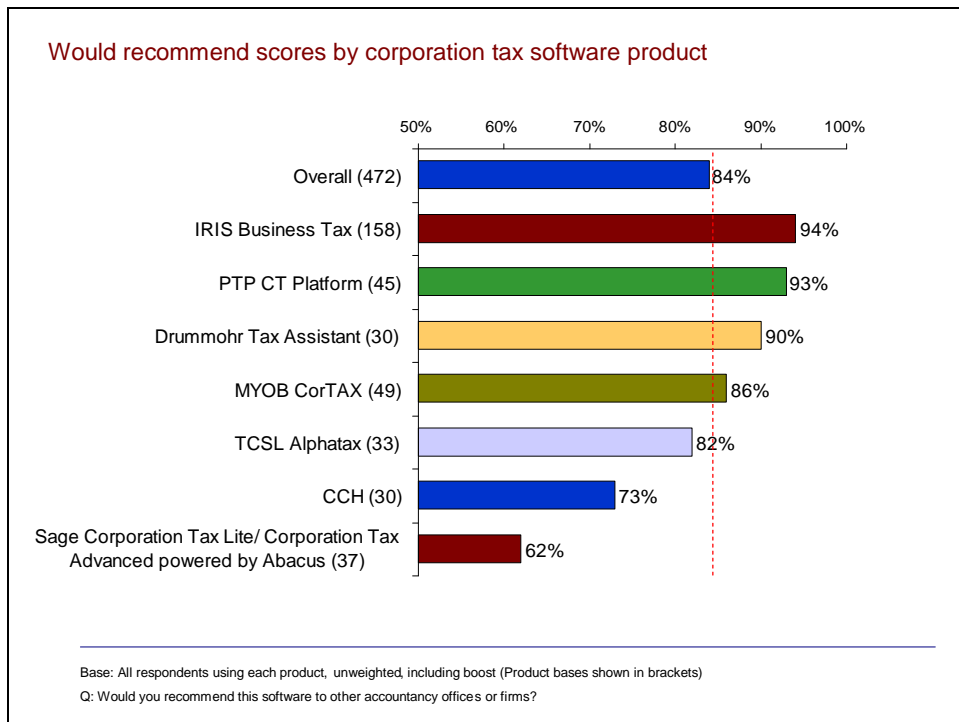
Both **MYOB CorTAX** and **CCH** score slightly below average in terms of total satisfaction, with the highest scores for each in performance. **MYOB CorTAX** has no reported business critical failures, which may contribute to the above average recommendation rate of 86%. By contrast, **CCH** has a 10% business critical failure

rate. This factor, along with the low ongoing support score, may have contributed to the comparatively low recommendation rate of 73%.

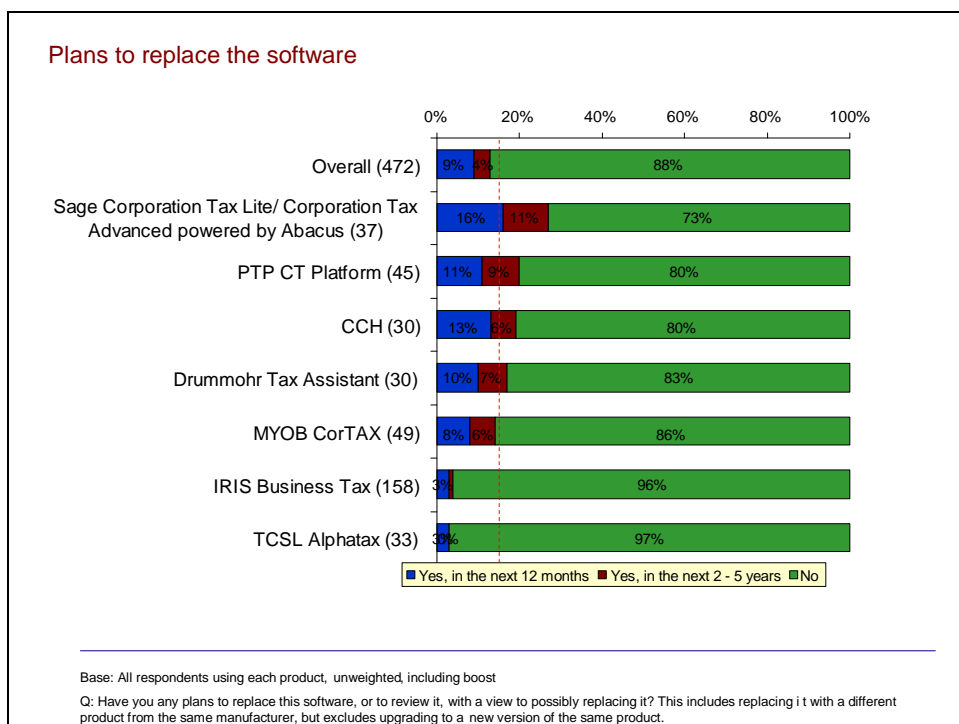
Sage Corporation Tax Lite/Advanced (Abacus) scores lowest in all categories and has only a 62% recommendation rate.



As can be seen in the chart above, **Drummohr Tax Assistant** and **PTP CT Platform** score well above the average satisfaction rating. **IRIS Business Tax** also exceeds the average.



IRIS Business Tax has the highest recommendation rate, although **PTP CT Platform** is very close. These are the two most dominant packages when looking at software by office, and are particularly strong in the small end of the market. This suggests that recommendation continues to be an important factor in selecting software, especially in smaller firms.



Reflecting the satisfaction levels, 16% of **Sage Corporation Tax** users plan to replace the software in the next 12 months. **TCSL AlphaTax** and **IRIS Business Tax** have the highest levels of customer loyalty.

Further information

Acorah Taxation	Acorah Software Products Ltd	08707 669925	www.taxcalc.com
CCH	Croner.CCH Ltd	01483 775070	www.cch.co.uk
Digita Corporation Tax	Digita	01395 270 273	www.digita.com/pro
Drummohr Tax Assistant	Drummohr Technology Ltd	01592 753 222	www.drummohr.com
Forbes Pro Tax	Forbes Computer Systems	01908 584 674	www.forbes-computers.co.uk
IRIS Business Tax	IRIS Software Ltd	0870 428 1327	www.iris.co.uk
Keytime Corporate Tax Professional	Keytime Systems	0845 456 3103	www.keytimesystems.co.uk
MYOB CorTAX	MYOB (UK) Ltd	0208 997 5500	www.myob.co.uk
PTP CT Platform	PTP Software	01865 370 470	www.ptpgroup.co.uk
Sage Corporation Tax Lite/Corporation Tax Advanced – powered by Abacus	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
TCSL Alphatax	Tax Computer Systems Ltd	01784 410369	www.taxcomputersystems.com /

5.5. Payroll

68% of firms use payroll software.

This year, we have split out the two Sage products – **Sage Payroll** and **Sage Instant Payroll**. Consequently, we have no direct comparators from 2004 for the Sage packages.

The market has remained relatively stable, however, with **Sage Payroll** continuing to dominate.

Q30b: Breakdown of Payroll software usage

Base (all using payroll packages: main sample, <i>weighted</i> data)	% of respondents	Base (all using payroll packages: main sample, <i>weighted</i> data)	% of respondents adjusted to reflect firm size
Sage Payroll	34% (-)	Sage Payroll	41%
IRIS PAYE-Master (formerly Freeway)	24% (25%)	Star Payroll	15%
IRIS Payroll Professional (formerly Intex Earnie)	5% (2%)	IRIS PAYE-Master (formerly Freeway)	11%
TASPay	5% (6%)	Superpay	9%
Star Payroll	4% (4%)	IRIS Payroll Professional (formerly Intex Earnie)	5%
Superpay	4% (6%)	TASPay	3%
QTAC QPAY	3% (2%)	QTAC QPAY	1%
Quickbooks Payroll	2% (-)	Quickbooks Payroll	1%
Moneysoft Payroll manager	2% (-)	Moneysoft Payroll manager	0%
Sage Instant Payroll	2% (-)	Sage Instant Payroll	1%
Other	8%* (9%)	Other	6%
Don't Know	5%** (2%)	Don't Know	7%

Comments based on unweighted data
2004 figures shown in brackets
Figures may not sum to 100% due to rounding

Sum = 477, difference due to weighting

* Includes inhouse/self design

** Includes invalid answer

Using the traditional approach, the top two packages account for 58% of the market, and there are no other serious challengers to their dominance. The other packages remain relatively stable, with the market shares of the packages named in the table have decreasing slightly other than **IRIS Payroll Professional**, which has increased from 2% to 5%.

Considering the alternative view of market share, **Sage Payroll** increases its dominance further, and accounts for just over 40% of the market. However, **Star**

Payroll has moved into 2nd place, pushing **IRIS PAYE-Master** into third, which reflects their respective market focus.

Rating of Payroll products

Item	Overall Score/Rating	IRIS PAYEMaster (formerly Freeway)	IRIS Payroll Professional (formerly Intex Earnie)	Sage Payroll	Star Payroll	Superpay	TASPay
n=	542	94	43	188	42	34	31
Total Score (max 100)	80	75	78	81	78	88	80
Performance	4.2	4.0	4.0	4.3	4.1	4.6	4.1
Reliability	4.1	3.6	4.0	4.3	4.1	4.6	4.2
Ease of Use	4.1	3.9	4.0	4.1	3.9	4.4	4.3
Initial service	3.9	3.7	3.9	3.8	3.8	4.3	3.8
On-going support	3.8	3.4	3.6	3.8	3.6	4.2	3.7
Failed in business critical sense	11%	34%	16%	4%	10%	3%	6%
Would recommend	83%	70%	81%	93%	74%	91%	90%

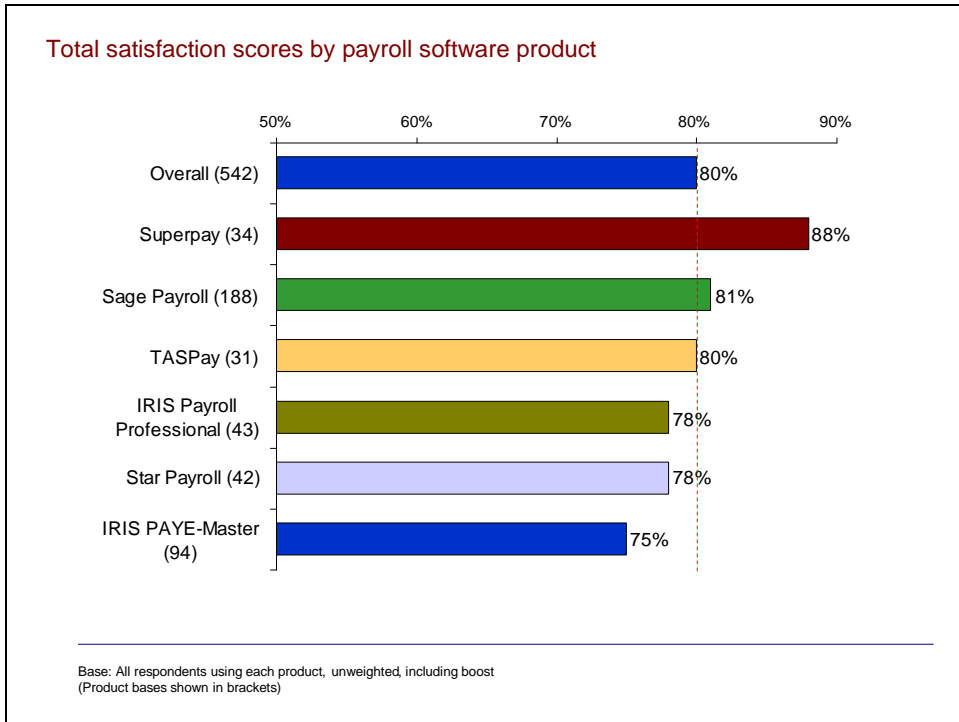
Base: all respondents using each product, unweighted plus boost

Summary

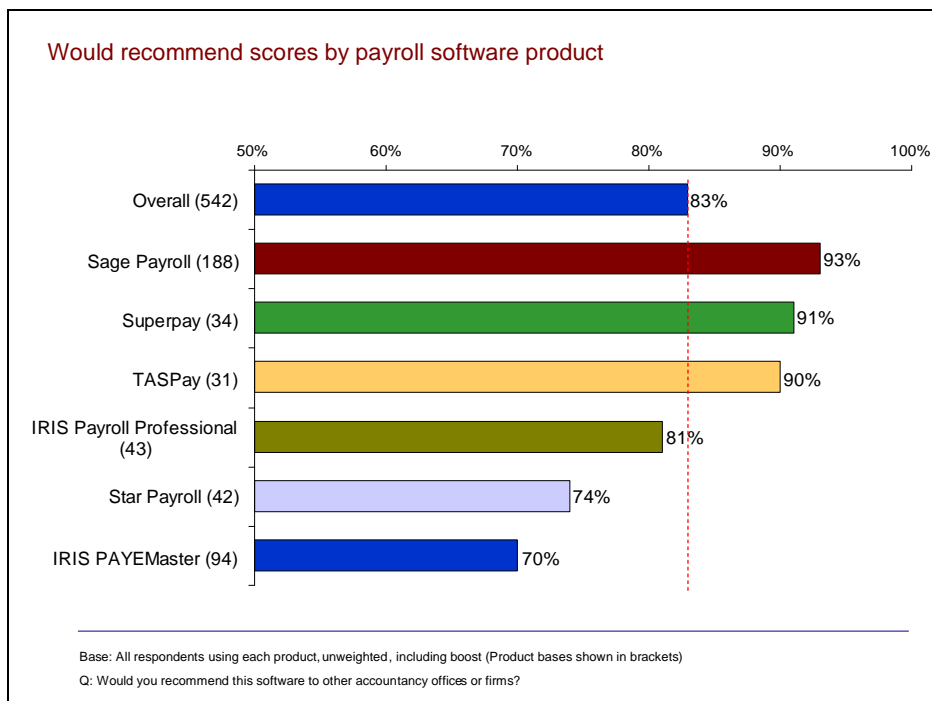
Although it has a relatively low proportion of market share, **Superpay** is the clear leader in terms of satisfaction. It is rated most highly in all categories, with performance and reliability its strongest attributes. It also has the least business critical failures.

In contrast, although **IRIS PAYE-Master** is relatively strong in market share, it has the lowest satisfaction rating in every category, as well as a business critical failure rate of 34%. On this basis, it would only be recommended by 70% of users. This is the most dramatic change in satisfaction rating of any product featured in the survey: **IRIS PAYE-Master** achieved strong ratings in 2004 as well as in 2002 and previously. This change in satisfaction ratings can be attributed to a serious problem that occurred as a result of an upgrade during the past 12 months.

Sage Payroll, the market leader, performs around or above the average score in most categories, with performance and reliability its most highly rated attributes. Initial and ongoing service are again the weakest attributes for Sage. However, although it performs only averagely, it has a high recommendation rate. This is likely to be reflected in the continuing market dominance of the package.



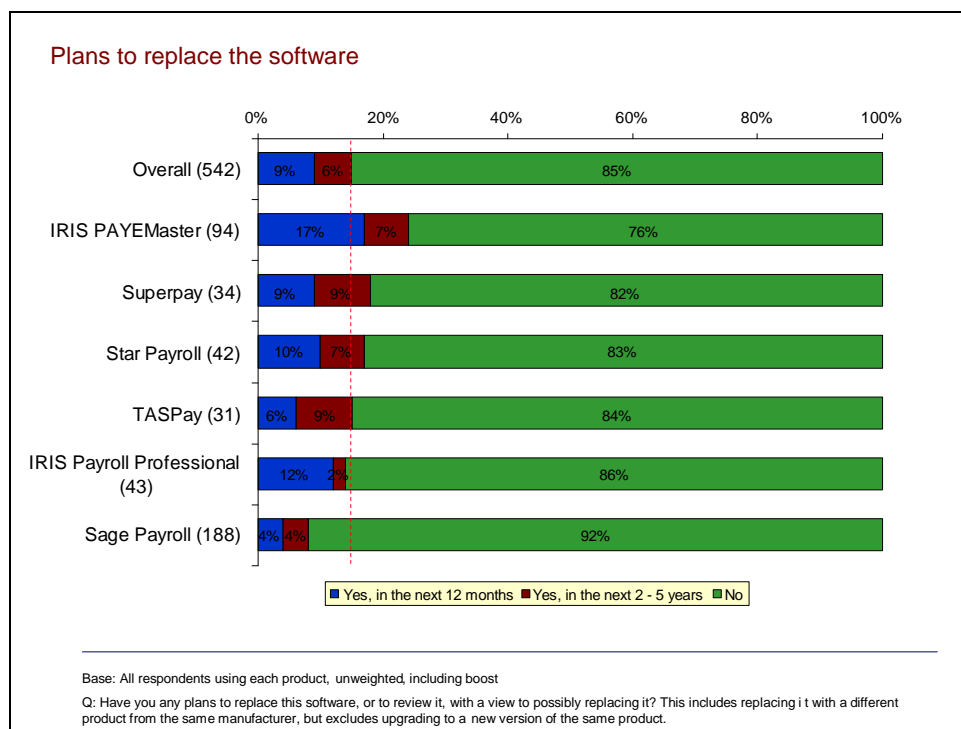
The high satisfaction score for **Superpay** brings the average score up to 80%, and only 1 other package – **Sage Payroll** – exceeds this mark, with **TASPAY** hitting the average.



The chart above shows that **Sage Payroll**, **Superpay** and **TASPay** again are substantially ahead of the rest of the field in terms of recommendations. **Sage Payroll** also has the greatest customer loyalty, in terms of whether users have plans to replace. Consequently, this is likely to support continuing domination in market share.

However, only 82% of **Superpay** users have no plans to replace it either in the next 12 months or in the next 2 – 5 years. This may reflect its position as primarily a small firm application, and therefore the need for users to upgrade to a larger system over time.

As may be expected, given the satisfaction ratings, 17% of **IRIS PAYE-Master** users plan to replace the application over the next 12 months.



Further information

IRIS PAYE-Master (formerly Freeway)	IRIS Software Ltd	0870 428 1325	www.iris.co.uk
IRIS Payroll Professional (formerly Intex Earnie)	IRIS Software Ltd	0870 428 1325	www.iris.co.uk
Moneysoft Payroll Manager	Moneysoft Ltd	08456 444555	www.moneysoft.co.uk
Quickbooks Payroll	Intuit	0870 609 0601	www.intuit.co.uk/
QTAC QPAY	QTAC Solutions Ltd	0117 935 3500	www.qtac.co.uk
Sage Instant Payroll	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
Sage Payroll	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
Star Payroll	Star Computers Ltd	01923 246 414	www.starplc.com
Superpay	Computastore Ltd	0161 832 4761	www.superpay.co.uk
TASPay	TAS Software	0845 245 0220	www.tassoftware.co.uk

5.6. Accounting (bookkeeping service on behalf of clients)

As in payroll, we have split the various Sage products into separate reporting lines in this survey and therefore do not have direct comparators from the 2004 survey. However, it is clear that **Sage Line 50** is the market leader

Q29b: Breakdown of Accounting software usage

Base (all using accounting packages: main sample, weighted data)	% of respondents	Base (all using accounting packages: main sample, weighted data)	% of respondents adjusted to reflect firm size
Sage Line 50	53% (-)	Sage Line 50	71%
Intuit Quickbooks	9% (10%)	Accounts Production package used for bookkeeping	6%
TAS Books	6% (7%)	Intuit Quickbooks	4%
Accounts Production package used for bookkeeping	5% (5%)	Sage Instant Accounting	3%
VT Transaction	5% (3%)	Sage other or unknown	3%
Sage Instant Accounting	4% (-)	IRIS Bookkeeping	2%
IRIS Bookkeeping	3% (-)	VT Transaction	2%
Sage other or unknown	3% (-)	TAS Books	2%
In house / self design (excel/spreadsheet)	3% (1%)	Sage Line 100	2%
IRIS Accounts Office	2% (-)	IRIS Accounts Office	2%
Sage Line 100	1% (-)	In house / self design (excel/spreadsheet)	1%
Other	4% (4%)	Other	3%
Don't Know	2%* (3%)	Don't Know	1%

Comments based on unweighted data

2004 figures shown in brackets

Figures may not sum to 100% due to rounding

Sum = 416, different due to weighting

* Includes invalid answer

The nearest competitors, **Intuit Quickbooks** and **TAS Books** were both also marginally down from previous years. The biggest gain was in **VT Transaction**, which increased from 3% to 5% of share.

Weighing the data by firm size, **Sage Line 50's** position is even stronger, with over 70% of the share.

Rating of Accounting products

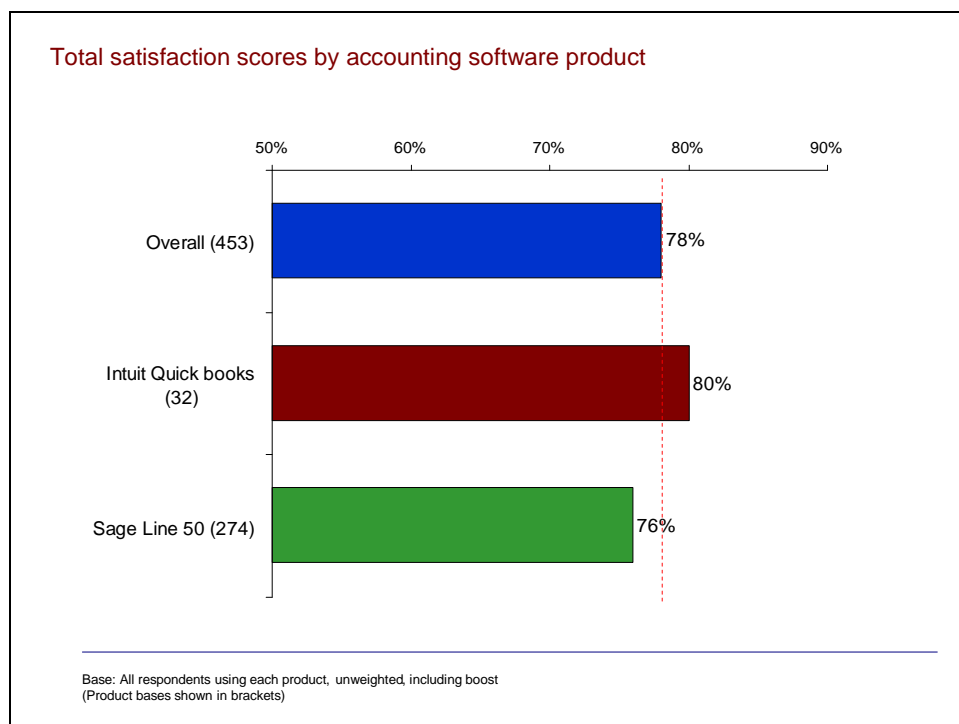
Item	Overall Score/Rating	Intuit Quickbooks	Sage Line 50
n=	453	32	274
Total Score (max 100)	78	80	76
Performance	4.2	4.3	4.0
Reliability	4.1	4.2	4
Ease of Use	4	4.3	3.9
Initial service	3.5	3.5	3.5
On-going support	3.6	3.7	3.5
Failed in business critical sense	6%	0%	9%
Would recommend	86%	88%	88%

Base: all respondents using each product, unweighted plus boost

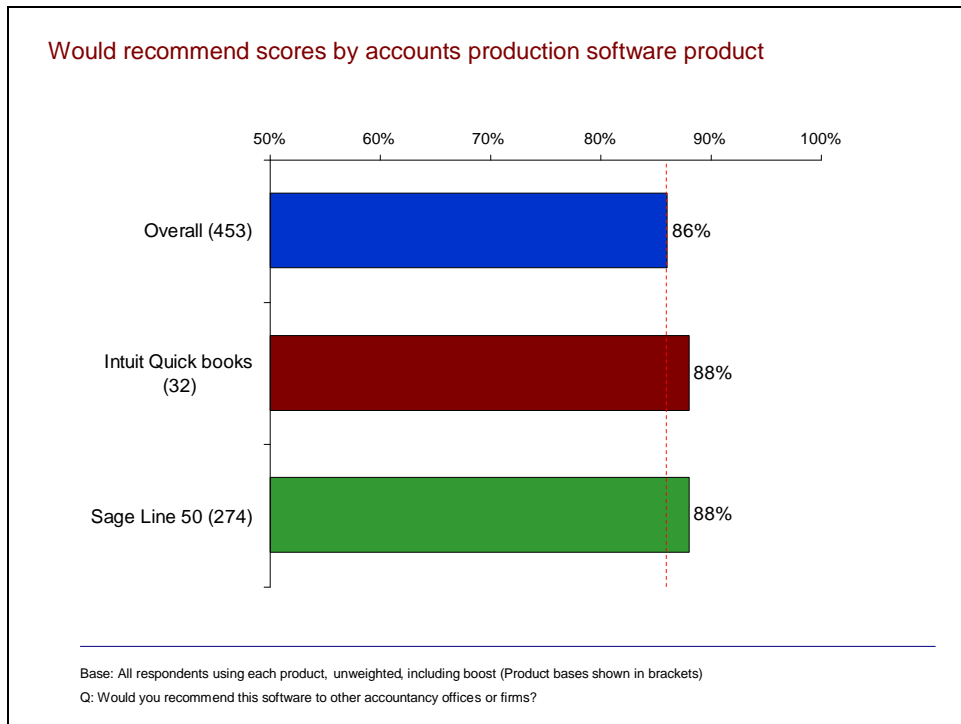
Summary

Although **Intuit Quickbooks** has a small market share, it is rated more highly overall in terms of satisfaction. It marginally outperforms **Sage Line 50** in all categories bar initial service, where they are tied. It is particularly strong in ease of use and performance.

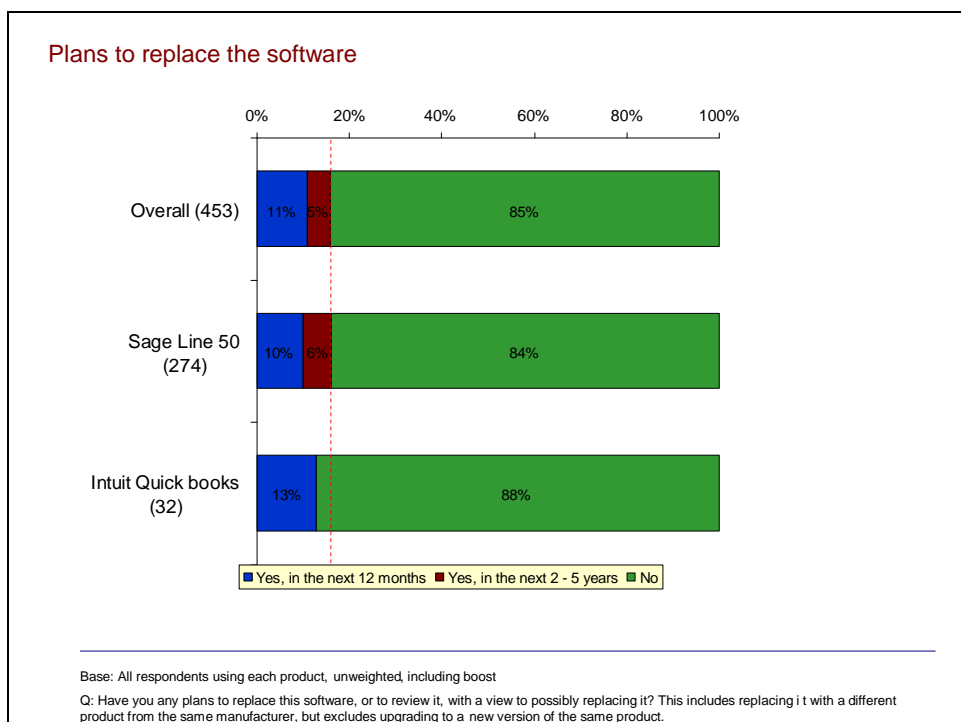
Intuit Quickbooks also benefits from no reported critical business failures, in contrast to the 9% suffered by **Sage Line 50**.



Both products have a higher than average recommendation rate.



Sage Line 50 also has marginally lower loyalty overall. Although only 10% of users plan to replace it within 12 months, in contrast to **Intuit Quickbooks** 13%, a further 6% plan to replace it over the next 2 – 5 years.



Further information

IRIS Bookkeeping/ IRIS Accounts Office	IRIS Software Ltd	0870 428 1327	www.iris.co.uk
Intuit Quickbooks	Intuit Ltd		www.intuit.com
Sage Instant Accounting / other	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
Sage Line 50	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
TAS Books	TAS Software plc	0845 245 0220	www.tassoftware.co.uk
VT Transaction	VT Software	0208 995 1142	www.vtsoftware.co.uk

5.7. Company Secretarial

The use of company secretarial software continues to grow, with 17% now using this type of software. Therefore, we see greater movement in market share in this section, as firms continue to invest in new systems here.

IRIS Company Secretarial has grown its market domination in this area substantially with 44% of market share, which is an increase of 15% from 29% in 2004. **BHIS PC Share register Plus** has dropped from 16% to 9% and has been overtaken by **Digita CoSec Pro**, which doubles its share from 7% to 14%. The leading player in the market in 2002, **ICSA Blueprint 2000 Company Secretary**, continues its downward trend, sliding from 9% down to 7%. This suggests that firms may be looking to their existing suppliers when it comes to a new company secretarial package, for ease of implementation and integration. Therefore, **IRIS**, which is dominant in many other application areas, is the prime beneficiary of new investment, with **Digita** also benefiting. By contrast, specialist company secretarial packages may get squeezed out of the market in the long term.

Looking at the alternative view of market, **ICSA Blueprint 2000 Company Secretary** in particular does substantially better in this ranking, suggesting that larger firms are more likely to buy the specialist packages. In contrast, **IRIS Company Secretarial** continues to dominate the smaller end of the market, building on its existing customer base.

Q.31b: Breakdown of Company Secretarial software usage

Base (all using accounting packages: main sample, <i>weighted</i> data)	% of respondents	Base (all using accounting packages: main sample, <i>weighted</i> data)	% of respondents adjusted to reflect firm size
IRIS Company Secretarial	44% (29%)	IRIS Company Secretarial	33%
Digita CoSec Pro	14% (7%)	Digita CoSec Pro	14%
BHIS PC Share Register Plus	9% (16%)	ICSA Blueprint 2000 Company Secretary	14%
ICSA Blueprint 2000 Company Secretary	7% (9%)	Jordans PCSec	11%
Jordans PCSec	7% (6%)	BHIS PC Share Register Plus	8%
Inhouse/self design	3% (-)	Forbes CoSec	3%
Forbes CoSec	1% (-)	Inhouse/self design	1%
Other	11% (27%)	Other	10%
Don't Know	5% (4%)	Don't Know	6%

Comments based on unweighted data

2004 figures shown in brackets

Figures may not sum to 100% due to rounding

Further information

BHIS PC Share Register Plus	BHIS Ltd	0208 407 1687	www.bhis.co.uk
Digita CoSec Pro	Digita	01395 270 273	www.digita.com/pro
Forbes CoSec	Forbes Computers Systems	01908 584 674	www.forbes-computers.co.uk
ICSA Blueprint 2000 Company Secretary	ICSA Software Ltd	0207 497 5511	www.icsasoftware.com
IRIS Company Secretarial	IRIS Software Ltd	0870 428 1327	www.iris.co.uk
Jordans PCSec	Jordan's Ltd	0117 923 0600	www.jordans.co.uk

5.8. Practice Management

The practice management market continues to grow, with 26% of firms now using practice management software.

IRIS Practice Management continues to dominate in this area, with 39% of market share, an increase of 2% from 2004. **MYOB Viztopia Practice Management** has also shown growth, moving from 13% to 15%. **Practice Engine** has dropped from 10% to 4%, and has now been overtaken by **Star Practice Management**, which has grown slightly from 8% to 9%. However, given the relatively small samples in this area of the market, these observations of changes in “market share” should be treated with caution. Also, a drop in market share does not necessarily mean that a supplier has lost customers; it could be caused simply by others gaining new users who had no practice management software previously. The market remains fragmented at the bottom end with 26% of the market accounted for by packages with less than 5% of the market individually.

As we have seen in the other sections, **MYOB** and **Star** both serve primarily larger firms and therefore benefit from the weighting by firm size. **Practice Engine** is also primarily a large-firm package, moving up to 11% in these rankings.

Q.34b: Breakdown of Practice Management software usage

Base (all using accounting packages: main sample, <i>weighted</i> data)	% of respondents	Base (all using accounting packages: main sample, <i>weighted</i> data)	% of respondents adjusted to reflect firm size
IRIS Practice Management	39% (37%)	IRIS Practice Management	25%
MYOB Viztopia Practice Management	15% (13%)	MYOB/Viztopia Practice Management	23%
Star Practice Management	9% (8%)	Star Practice Management	17%
Practice Engine	4% (10%)	Practice Engine	11%
Sage Practice Solution	4% (-)	APS Advance	4%
PTP Professional Office	4% (-)	Sage Practice Solution	3%
Inhouse/ Self design	3% (5%)	Inhouse/ Self design	2%
	2% (-)	CCH ProSystem Practice Management	1%
Relate/Keytime drive		PTP Professional Office	1%
APS Advance	2% (2%)		
CCH ProSystem Practice Management	2% (-)	Relate/Keytime drive	1%
Other	9% (12%)	Other	10%
Don't Know	7%* (10%)	Don't Know	2%

Comments based on unweighted data

2004 figures shown in brackets

Figures may not sum to 100% due to rounding

* Includes invalid answer

Rating of Practice Management products

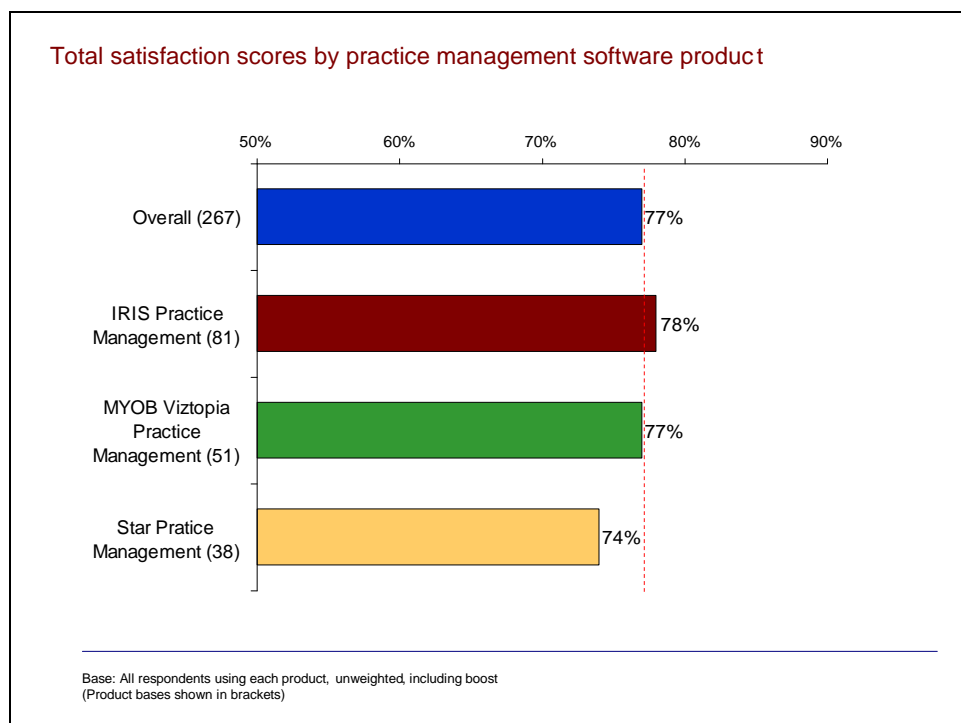
Item	Overall Score/Rating	IRIS Practice Management	MYOB Viztopia Practice Management	Star Practice Management
n=	267	81	51	38
Total Score (max 100)	77	78	77	74
Performance	3.9	3.9	4.0	3.6
Reliability	4.0	4.0	3.9	4.0
Ease of Use	3.7	3.7	3.7	3.6
Initial service	3.8	4.0	3.8	3.7
On-going support	3.8	4.1	3.8	3.6
Failed in business critical sense	7%	6%	18%	8%
Would recommend	75%	83%	76%	61%

Base: all respondents using each product, unweighted plus boost

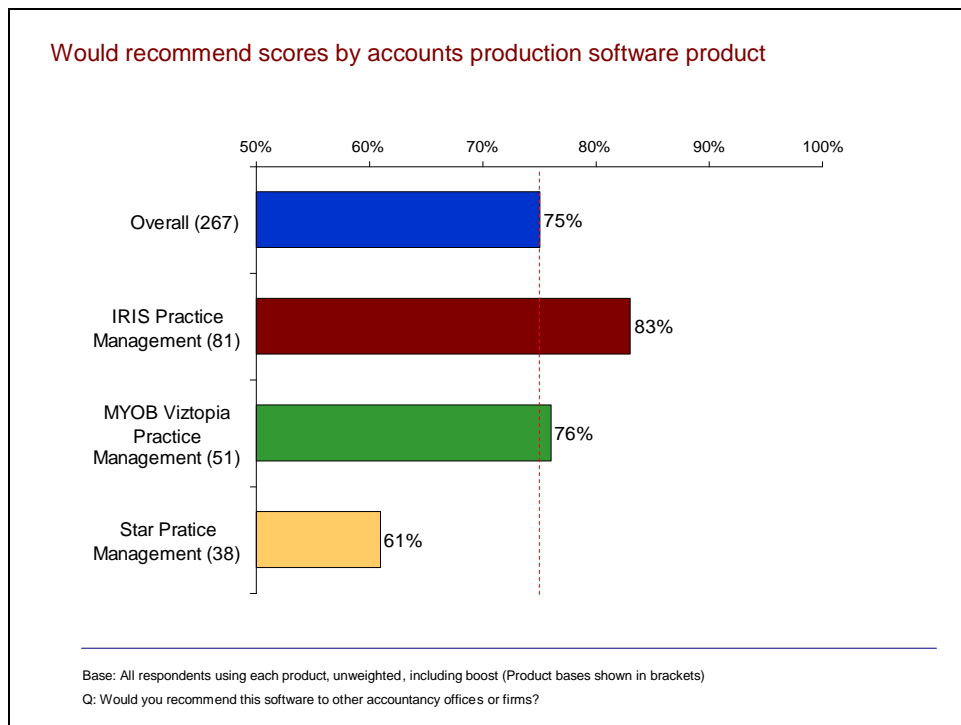
Summary

IRIS Practice Management and **MYOB Viztopia Practice Management** both score highly in terms of satisfaction. **IRIS Practice Management's** greatest strengths are reliability and initial service. **MYOB Viztopia Practice Management** has the edge in terms of performance. However, it does have the highest business critical failure rate at 18%.

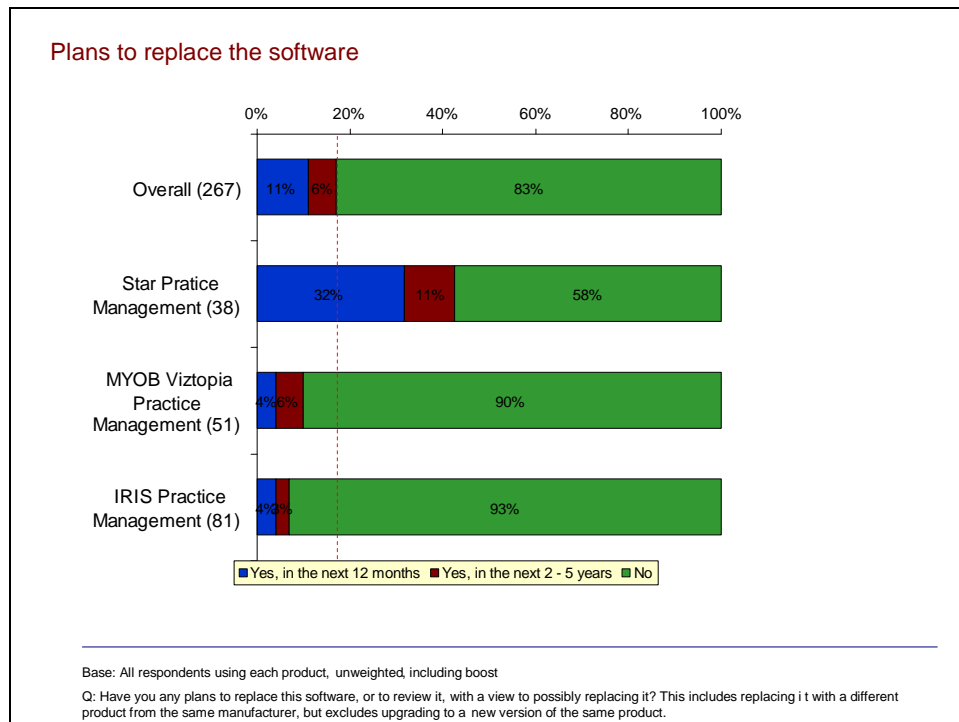
Star Practice Management is the weakest in all categories bar reliability. As a result, it falls below the average total satisfaction, as can be seen below.



IRIS Practice Management has the highest recommendation score, which may help it to maintain and grow its market dominance in future. **Star Practice Management** does have a comparatively low score in this area, reflecting its low satisfaction score.



As may be expected, following the satisfaction scores, a high number of users plan to replace **Star Practice Management** in the next year. Both **MYOB Viztopia Practice Management** and **IRIS Practice Management** have high levels of customer loyalty, supporting their market positions.



Further information

APS Advance	Advance Professional Solutions Ltd	0870 351 4878	www.aps-advance.com
CCH ProSystem Practice Management	Croner.CCH Ltd	01483 775070	www.cch.co.uk
IRIS Practice Management	IRIS Software Ltd	0870 428 1327	www.iris.co.uk
Practice Engine	The Practice Engine Company Ltd	01981 590410	www.praceng.co.uk
MYOB Viztopia Practice Management	MYOB (UK) Ltd	0208 997 5500	www.myob.co.uk
Sage Practice Solution	Sage (UK) Ltd	0845 111 11 11	www.sage.co.uk/accountants
Star Practice Management	Star Computers Ltd	01923 246 414	www.starplc.com
PTP Professional Office	PTP Software	01865 370 470	www.ptpgroup.co.uk
Relate / Keytime Drive	Keytime Systems	0845 456 3103	www.keytimesystems.co.uk

5.9. Standalone packages

Practice management software includes a range of functionality which can support the running of an accountancy practice. This may include time and fees, document management and customer relationship management. Therefore, as the market for practice management software grows, the market for standalone packages in these areas is likely to be limited.

This is reflected in the drop in use of standalone time and fees as well as the low level of usage in document management and customer relationship management. We therefore report on these briefly below. However, usage of the actual functionality in these areas is likely to be higher than reported for the standalone packages, with practice management software being used for these purposes.

5.9.1. Time and fees

We have seen a significant drop in usage of standalone time and fees software this year, with the percentage of firms using it dropping to 16%.

5.9.2. Document management

A standalone document management package is used by 6% of respondents, which is a small increase from 2004. This is primarily used in the larger practices.

The market again supports a large number of packages. This year, the most dominant supplier is **Invu**, with 18% of the market. **MYOB Singleview** is also found in the larger firms. However, the low number of responses overall (51) makes any more detailed analysis not possible.

10% of firms are intending to acquire a separate document management system. This is again predominantly in the larger firms, with 33% of 7+ firms intending to invest in the area, in contrast to only 6% of sole practitioners.

5.9.3. Customer Relationship Management

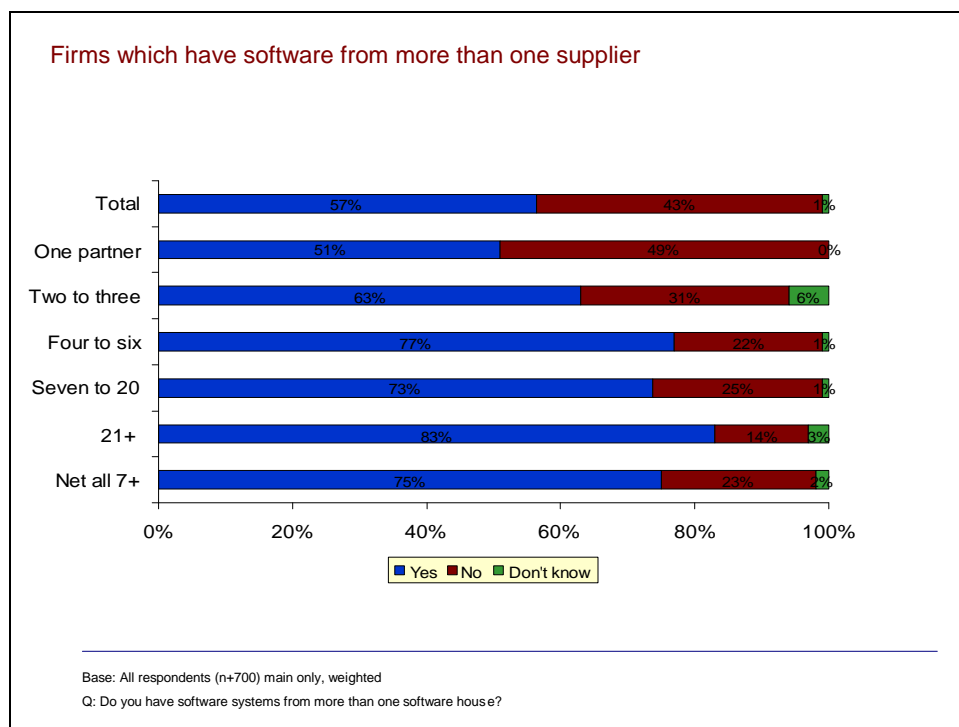
Only 3% of firms use CRM software. There is also less interest in investing in this area, with only 3% of firms intending to invest in CRM systems. The greatest interest is in larger firms, as might be expected.

There are no separately identified suppliers in the data, with 52% referring to "others" and 26% using in-house software.

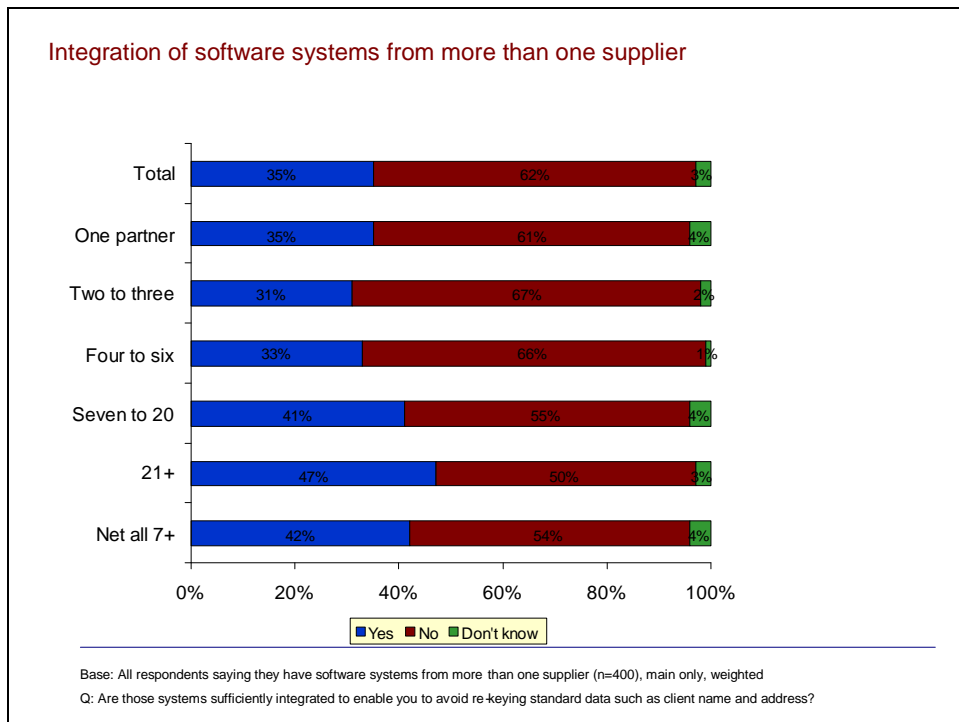
6. Integration of systems

In this year's survey, we introduced three new questions surrounding the integration of applications, which is an issue frequently cited by software users.

We firstly looked at the extent to which firms have software from more than one supplier. As can be seen in the first chart, the majority of firms do use more than one supplier. This is particularly the case with larger firms, as might be expected, with three quarters of all firms with 7+ partners using more than one supplier. In contrast, 51% of sole practitioners use a single supplier for software.



Of the firms that do use more than one software supplier, the majority believe that those systems are not sufficiently integrated and re-keying of simple data, such as client details, may be required. This is shown in the table below.



Finally, we asked whether software houses were doing enough to enable data sharing between applications. There was a consistently strong belief from the majority of respondents that the IT industry is not doing enough in this area.

Appendices

Appendix 1: Summary of interviews achieved

Interviews were achieved with target accountancy software as follows (unweighted data):

Accounts Production packages

Product	Main	Boost	Total
Iris Accounts Production	166		166
Sage Accounts Production	103		103
MYOB Viztopia Accounts	72		72
Sage Accounts Production Advanced	55		55
VT Final Accounts	51		51
Caseware	20	10	30
In-house / self-design	12		12
Bookkeeping package	11		11
Others	41		41

Personal Taxation packages

Product	Main	Boost	Total
IRIS Personal Tax	159		159
MYOB PerTax	76		76
PTP Tax Return	65		65
Sage Personal Tax	46		46
CCH Taxpoint	41		41
Digita Taxability Pro	34		34
Drummohr Tax Assistant	21	14	35
LKA Objective Tax	19	12	31
Forbes Pro Tax	15	15	30
Acorah (prev. Inuit) TaxCalc	14	4	18
Others	15		15

Payroll packages

Product	Main	Boost	Total
Sage Accounting Products (Net)	198		198
IRIS (Net)	119	18	137
Star Payroll	42		42
Superpay	31	3	34
TASPay	19	12	31
QTAC QPAY	13		13
Others	52		52

Accounting packages

Product	Main	Boost	Total
Sage Line 50 / Sage Instant Accounting / other Sage	307		307
Intuit Quickbooks	32		32

Accounts production package used for bookkeeping	25		25
TAS Books	20		20
IRIS Bookkeeping / Accounts Office	17		17
VT Transactions	16		16
In house / self design (excel/spreadsheet)	10		10
Others	16		16

Time and Fees packages

Product	Main	Boost	Total
In-house design / bespoke	23		23
Sage Time & Fees	20		20
IRIS Time & Fees	18		18
Others	40		40

Practice Management packages

Product	Main	Boost	Total
IRIS Practice Management	81		81
MYOB Viztopia Practice Management	51		51
Star Practice Management	36	2	38
Practice Engine	20	5	25
Others inc. in-house / bespoke	59		59

Corporation Tax packages

Product	Main	Boost	Total
IRIS Business Tax	158		158
MYOB CorTax	49		49
PTP CT Platform	45		45
Sage Corp. Tax Life / Corp. Tax Advanced	37		37
TCSL Alphatax	33		33
Digita Corporation Tax	22	9	31
Drummohr Tax Assistant	19	11	30
CCH	15	15	30
Forbes Pro Tax	13		13
Others	29		29

Personal Taxation packages

Product	Main	Boost	Total
IRIS Personal Tax	159		159
MYOB PerTax	76		76
PTP TaxReturn	65		65
Sage Personal Tax	46		46
CCH Taxpoint	41		41
Digita Taxability Pro	34		34
Drummohr Tax Assistant	21	14	35
LKA Objective Tax	19	12	31

Forbes Pro Tax	15	15	30
Acorah (prev. Inuit) TaxCalc	14	4	18
Other inc. in-house design	15		15

Appendix 2: Weighting matrix

No. of partners in firm	Offices by partner size from ICAEW database	Achieved sample (unweighted)	Weighted sample
1	14,320	356	468
2-3	3,534	87	116
4-6	1,709	87	56
7-20	1,272	134	47
21-50	247	15	5
51+	331	21	8

Appendix 3: Questions asked in this survey

Note: This survey was administered as a computer-assisted telephone interview, and the questionnaire used was a script with answer options and in-built routing. Some of the iterations of the questions, where the same questions are asked depending on the nature of the previous response are not shown in full. Neither is the full text of the questions shown where an answer to a previous question is inserted in the text used at a subsequent question.

IT IN PRACTICES 2006
SCREENING INTERVIEW

RECRUITMENT – INTERVIEWED LAST TIME

ASK TO SPEAK TO NAMED PERSON.

Good morning/afternoon. My name is ... from TNS, an independent market research company. We are working on behalf of the Faculty of Information Technology at the Institute of Chartered Accountants. Last year you took part in a survey about the computer systems within your firm. The Faculty is updating that information and would be most grateful if we could interview you again.

CONFIDENTIALITY STATEMENT – SEE BELOW

IF SAYS NO LONGER HAS MANAGEMENT RESPONSIBILITY FOR DECISIONS REGARDING I.T. (INFORMATION TECHNOLOGY), ASK TO SPEAK TO HIS SUCCESSOR.

OR

IF AT SWITCHBOARD NAMED RESPONDENT HAS LEFT THE COMPANY, ASK TO SPEAK TO PERSON WITH MANAGEMENT RESPONSIBILITY FOR I.T. AT THAT OFFICE.

WHEN SPEAKING TO PERSON WHO NOW HAS RESPONSIBILITY FOR IT SAY:

Good morning/afternoon. My name is ... from TNS, an independent market research company. We are working on behalf of the Faculty of Information Technology at the Institute of Chartered Accountants. We have been asked to talk to the person within offices of accountancy practices who has **management responsibility for decisions regarding IT.** Would that be you or should I be speaking to someone else?

Last year your firm took part in a survey about its computer systems. The Faculty is updating that information and would be most grateful if we could interview you.

CONFIDENTIALITY STATEMENT – SEE BELOW

RECRUITMENT – NEW CONTACTS

AT SWITCHBOARD ASK TO SPEAK TO PERSON WITH MANAGEMENT RESPONSIBILITY FOR IT (INFORMATION TECHNOLOGY) AT THAT OFFICE.

N.B. WE WANT THE PERSON AT THAT OFFICE WITH RESPONSIBILITY. IF NO RESPONSIBILITY THERE, RECORD AND CLOSE

Good morning/afternoon. My name is ... from TNS, an independent market research company. We are conducting a survey on behalf of the Faculty of Information Technology at the Institute of Chartered Accountants in England & Wales. We have been asked to talk to the person within offices of accountancy practices who has **management responsibility for decisions regarding IT.** Would that be you or should I be speaking to someone else?

IF SOMEONE ELSE, ASK TO SPEAK WITH THAT PERSON OR TAKE DETAILS TO CALL AGAIN.

CONFIDENTIALITY STATEMENT

Everything you say as an individual will be strictly confidential. The Institute will not be told who has actually taken part in the survey. Your answers will be aggregated with those of all the other people we interview and will be used by the IT Faculty to report on industry views on IT and software issues. The software industry will also be advised of your collective views.

It will take no more than 15 minutes and we can either complete the interview now or we can call back at a more convenient time.

WILLING TO TAKE PART

REFUSES

I need to be sure that we are interviewing different sizes of practice.
How many **partners** are there across all the offices of your firm in the UK?

DON'T KNOW NOT ALLOWED, ASK FOR ESTIMATE

1 ONLY/SOLE PRACTITIONER

2

3

4

5

6

7-10

11-20

21-50

51-100

101-250

OVER 250

<p>USE THIS FOR QUOTA</p>
--

IF IN QUOTA CONTINUE

IF NOT IN QUOTA SAY: We have completed our quota of interviews with practices your size so I do not need to ask you any further questions. Thank you very much for your help.

IT IN PRACTICES 2006
MAIN INTERVIEW

<p>1. How many offices in total does your firm have, including those in other countries?</p> <p><i>IF NECESSARY OBTAIN ESTIMATE</i></p> <p align="right">1 ----- 2 3 4 5 6 – 20 21 – 100 OVER 100</p> <p><u>IF HAS MORE THAN ONE OFFICE SAY</u> I am going to ask you some questions about IT applications. Please answer these in respect of the office in which you work.</p>	<p align="center">Q2 -----</p> <p>INSTRUCTION</p>
<p><u>ASK ALL</u></p> <p>15. Do you have a website for your office or firm?</p> <p align="right">YES ----- NO ----- DON'T KNOW</p>	<p align="center">Q16 ----- Q18 ----- INSTRUC. Q19</p>
<p><u>IF 'YES'</u></p> <p>16. To what extent do you feel you are getting value from it? Would you say it is ... <u>READ OUT</u></p> <p align="right">Very good value Fair value ----- Little or no value? ----- DON'T KNOW</p>	<p align="center">INSTRUC Q19 ----- Q17 ----- INSTRUC. Q19</p>
<p>Q17 IF 'LITTLE OR NO VALUE'</p> <p>Do you expect to get better value from it in the next 12 months?</p> <p align="right">YES NO DON'T KNOW</p>	<p align="center">INSTRUC. Q19</p>
<p><u>IF 'NO' AT Q15</u></p> <p>18. Do you intend to set up a company/ firm website in the next 12 months?</p>	

	YES NO DON'T KNOW	INSTRUC Q19
27. <u>ASK ALL</u> At your office do you use the internet for e-commerce to provide a remote book-keeping service?	YES ----- NO ----- DON'T KNOW	Q28 ----- Q30 ----- Q32
28. <u>IF YES ASK</u> By that do you mean READ OUT You keep clients' books on a computer under your control; you and client communicate by e-mail Clients' books are kept on a computer under your control; both you and client have access in order to make book-keeping entries and/or run reports OTHER ANSWER (WRITE IN DETAILS) DON'T KNOW		Q29
29. How useful do you find it	Very useful Quite useful or, Not really useful? DON'T KNOW	Q32
30. <u>IF 'NO' AT Q27</u> Do you intend to use the internet for e-commerce to provide a remote book-keeping service in the next 12 months?	YES ----- NO DON'T KNOW	Q31 ----- Q32

<p><u>IF YES ASK</u> By that do you mean READ OUT</p> <p>31.</p> <p style="text-align: center;">You keep clients' books on a computer under your control; you and client communicate by e-mail</p> <p>Clients' books are kept on a computer under your control; both you and client have access in order to make book-keeping entries and/or run reports</p> <p style="text-align: center;">OTHER ANSWER (WRITE IN DETAILS)</p> <p style="text-align: right;">DON'T KNOW</p>	<p>Q32</p>
---	------------

32	<p><u>ASK ALL</u> Do you give your clients general IT advice?</p>	<p>YES NO DON'T KNOW</p> <p>Q33</p>
33.	Do you give your clients advice on their software selection and implementation?	<p>YES NO DON'T KNOW</p> <p>Q34</p>
34.	And do you give your clients advice on IT security issues (firewalls, viruses, data security, etc.)?	<p>YES NO DON'T KNOW</p>
28a	<p><u>ASK ALL</u> Do you use a software package for Accounts Production (i.e. incomplete records)?</p>	<p>YES ----- NO DON'T KNOW</p> <p>Q28b ----- Q29a</p>
28b.	Which software package do you use for Accounts Production ? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST	<p>Q28c</p>
28c.	<p>Please tell me what you think of this Accounts Production package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p> <p>a. What it does</p> <p>b. Reliability ie. does it crash, does it produce the wrong results</p> <p>c. Ease of use</p> <p>d. Quality of the initial service from the supplier</p> <p>e. Quality of on-going support and maintenance from the supplier</p>	<p>Q28d</p>
28d.	Would you recommend this software to other accountancy offices or firms?	<p>YES NO DON'T KNOW</p> <p>Q28e</p>

<p>28e. Has this application failed in a business critical respect within the last two years? READ OUT</p> <p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p style="text-align: right;">Q28f ----- Q28g</p>
<p><u>IF FAILED IN LAST 2 YEARS ()</u></p> <p>28f. Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems?</p> <p style="text-align: right;">Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW</p>	<p style="text-align: right;">Q28g</p>
<p><u>ASK ALL WITH PACKAGE</u></p> <p>28g. Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD</p> <p style="text-align: right;">Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No</p>	<p style="text-align: right;">Q28h</p>
<p><u>ASK ALL</u></p> <p>29a. Do you use a software package for Accounting (i.e. a book-keeping bureau service on behalf of clients)?</p> <p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p style="text-align: right;">Q29b ----- Q30a</p>
<p><u>IF 'YES' ASK</u></p> <p>29b. Which software package do you use for Accounting? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST</p>	

		Q29c
29c.	<p>Please tell me what you think of this Accounting package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p> <p>a. What it does</p> <p>b. Reliability ie. does it crash, does it produce the wrong results</p> <p>c. Ease of use</p> <p>d. Quality of the initial service from the supplier</p> <p>e. Quality of on-going support and maintenance from the supplier</p>	Q29d
29d.	<p>Would you recommend this software to other accountancy offices or firms?</p> <p>YES NO DON'T KNOW</p>	Q29e
29e.	<p>Has this application failed in a business critical respect within the last two years? READ OUT</p> <p>YES ----- NO DON'T KNOW</p>	Q29f ----- Q29g
29f.	<p><u>IF FAILED IN LAST 2 YEARS</u> Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems?</p> <p>Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW</p>	Q29g
29g.	<p><u>ASK ALL WITH PACKAGE</u> Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD</p> <p>Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No</p>	Q30a

30a.	<p><u>ASK ALL</u> Do you use a software package for Payroll (i.e. a bureau service on behalf of clients)?</p> <p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p>Q30b ----- Q31a</p>
30b.	<p><u>IF 'YES' ASK</u> Which software package do you use for Payroll? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST</p>	<p>Q30c</p>
30c.	<p>Please tell me what you think of this Payroll package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p> <p style="text-align: right;">a. What it does b. Reliability ie. does it crash, does it produce the wrong results c. Ease of use d. Quality of the initial service from the supplier e. Quality of on-going support and maintenance from the supplier</p>	<p>Q30d</p>
30d.	<p>Would you recommend this software to other accountancy offices or firms?</p> <p style="text-align: right;">YES NO DON'T KNOW</p>	<p>Q30e</p>
30e.	<p>Has this application failed in a business critical respect within the last two years? READ OUT</p> <p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p>Q30f ----- Q30g</p>

30f.	<p><u>IF FAILED IN LAST 2 YEARS ()</u> Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems?</p>	Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW	Q30g
30g	<p><u>ASK ALL WITH PACKAGE</u> Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD</p>	Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No	Q31a
31a.	<p><u>ASK ALL</u> Do you use a software package for Company Secretarial?</p>	YES ----- NO DON'T KNOW	Q31b ----- Q32a
31b.	<p><u>IF 'YES ASK</u> Which software package do you use for Company Secretarial? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST</p>		Q31c
31c.	<p>Please tell me what you think of this Company Secretarial package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p>	a. What it does b. Reliability ie. does it crash, does it produce the wrong results c. Ease of use d. Quality of the initial service from the supplier e. Quality of on-going support and maintenance from the supplier	Q31d
31d.	<p>Would you recommend this software to other accountancy offices or firms?</p>	YES	

		NO DON'T KNOW	Q31e
31e.	Has this application failed in a business critical respect within the last two years? READ OUT		
		YES -----	Q31f -----
		NO DON'T KNOW	Q31g
31f.	<u>IF FAILED IN LAST 2 YEARS (CODES 1 OR 2)</u> Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems? Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW		Q31g
31g	<u>ASK ALL WITH PACKAGE</u> Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No		Q32a
32a.	<u>ASK ALL</u> Do you use a software package for Personal Taxation ?		
		YES -----	Q32b -----
		NO DON'T KNOW	Q33a
32b.	<u>IF 'YES' ASK</u> Which software package do you use for Personal Taxation ? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST		Q32c
32c.	Please tell me what you think of this Personal Taxation package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER. a. What it does		

	b. Reliability ie. Does it crash, does it produce the wrong results c. Ease of use d. Quality of the initial service from the supplier e. Quality of on-going support and maintenance from the supplier	Q32d
32d.	Would you recommend this software to other accountancy offices or firms? YES NO DON'T KNOW	Q32e
32e	Has this application failed in a business critical respect in the last two years. READ OUT YES ----- NO DON'T KNOW	Q32f ----- Q32g
32f.	<u>IF FAILED IN LAST 2 YEARS ()</u> Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems? Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW	Q32g
32g	<u>ASK ALL WITH PACKAGE</u> Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No	Q32h
DELETE 32H-32J		

33a.	<p><u>ASK ALL</u> Do you use a software package for Corporation Tax</p> <p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p>Q33b ----- Q34a</p>
33b.	<p><u>IF 'YES' ASK</u> Which software package do you use for Corporation Tax? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST</p>	<p>Q33c</p>
33c.	<p>Please tell me what you think of this Corporation Tax package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p> <p style="text-align: right;">a. What it does b. Reliability ie. does it crash, does it produce the wrong results c. Ease of use d. Quality of the initial service from the supplier e. Quality of on-going support and maintenance from the supplier</p>	<p>Q33d</p>
33d.	<p>Would you recommend this software to other accountancy offices or firms?</p> <p style="text-align: right;">YES NO DON'T KNOW</p>	<p>Q33e</p>
33e.	<p>Has this application failed in a business critical respect within the last two years. READ OUT</p> <p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p>Q33f ----- Q33g</p>
33f.	<p><u>IF FAILED IN LAST 2 YEARS ()</u> Did this happen due to a software malfunction, and not due to hardware</p>	

<p>problems or human error or other non-software problems?</p> <p>Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW</p>	<p>Q33g</p>
<p><u>ASK ALL WITH PACKAGE</u></p> <p>33g Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD</p> <p>Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No</p>	<p>Q34a</p>
<p><u>ASK ALL</u></p> <p>34a. Do you use a software package for Practice Management?</p> <p>YES ----- NO DON'T KNOW</p>	<p>Q34a1 ----- Q35a</p>
<p><u>34a1 IF 'YES' ASK</u></p> <p>Does your Practice Management package include</p> <p>TIME & FEES 1 DOCUMENT MANAGEMENT 2 CUSTOMER RELATIONSHIP MANAGEMEN 3</p> <p>----- NONE DON'T KNOW</p>	<p>Y/N Y/N Y/N</p> <p>-----</p>
<p>34b. Which software package do you use for Practice Management? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST</p>	<p>Q34c</p>

<p>34c. Please tell me what you think of this Practice Management package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p>	
<p>a. What it does b. Reliability ie. does it crash, does it produce the wrong results c. Ease of use d. Quality of the initial service from the supplier e. Quality of on-going support and maintenance from the supplier</p> <p>34d. Would you recommend this software to other accountancy offices or firms?</p>	<p>Q34d</p>
<p>34e. Has this application failed in a business critical respect ... READ OUT</p>	<p>YES NO DON'T KNOW Q34e</p>
<p>Within the last 2 years ----- NO – not failed in last 2 years DON'T KNOW</p>	<p>Q34f ----- Q34g</p>
<p><u>IF FAILED IN LAST 2 YEARS ()</u></p> <p>34f. Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems?</p> <p>Yes, due to software malfunction No, failed for other reason COULDN'T TELL/DON'T KNOW</p>	<p>Q34g</p>
<p><u>ASK ALL WITH PACKAGE</u> 34g Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD</p> <p>Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No</p> <p><u>INSTRUCTION</u> IF NO at Q34a (no Practice Management software) OR YES at Q34a and NO to Time & Fees at Q34a1 (have PM software but</p>	<p>INSTRUCTION</p>

35a	<p>it does not include Time & Fees), ask Q35a IF NO at Q34a (no Practice Management software) OR YES at Q34a and NO to Document Management at Q34a1 (have PM software but it does not include Document Management), ask Q36c IF NO at Q34a (no Practice Management software) OR YES at Q34a and NO to Customer Relationship Management at Q34a1 (have PM software but it does not include CRM), ask Q36e Do you have a software system for Time & Fees that is not part of a practice management system?</p>	Q35c
34b.	<p>Which software package do you use for <u>Time & Fees</u>? DO NOT READ OUT LIST. SINGLE CODE. IF MORE THAN ONE NAMED, ASK FOR ONE THEY USE MOST</p>	
34c.	<p>Please tell me what you think of this Time & Fees package by giving scores out of 5, where 5 is excellent and 1 is very poor. How do you rate it out of 5 for READ OUT EACH DESCRIPTION IN TURN AND RECORD SCORE OR DON'T KNOW ANSWER.</p>	
	<p>a. What it does b. Reliability ie. does it crash, does it produce the wrong results c. Ease of use d. Quality of the initial service from the supplier e. Quality of on-going support and maintenance from the supplier</p>	Q35d
34d.	<p>Would you recommend this software to other accountancy offices or firms?</p>	
	<p>YES NO DON'T KNOW</p>	Q35e
34e.	<p>Has this application failed in a business critical respect within the last two years READ OUT</p>	
	<p>YES ----- NO DON'T KNOW</p>	<p>Q35f ----- Q35g</p>
	<p><u>IF FAILED IN LAST 2 YEARS ()</u></p>	
34f.	<p>Did this happen due to a software malfunction, and not due to hardware problems or human error or other non-software problems? Yes, due to software malfunction No, failed for other reason</p>	

		COULDN'T TELL/DON'T KNOW	Q35g
34g	<p><u>ASK ALL WITH PACKAGE</u> Have you any plans to replace this software, or to review it, with a view to possibly replacing it? This includes replacing it with a different product from the same manufacturer, but excludes upgrading to a new version of the same product. IF 'YES' PROMPT FOR TIME PERIOD</p> <p style="text-align: right;">Yes - In the next 12 months Yes - In the next 2 years Yes -In the next 5 years No</p>		INSTRUCTION
36c	<p><u>ASK ALL</u> Do you have a software system for Document Management that is not part of a practice management system?</p> <p style="text-align: right;">----- YES ----- NO DON'T KNOW</p>		Q36d ----- Q36d1
36d.	<p><u>IF 'YES' ASK</u> What is the name of that product?</p>		Q36e
36d1	<p><u>IF 'NO' ASK</u> Do you intend to acquire a software system for Document Management (either stand-alone or part of a Practice Management system) in the next 12 months?</p>		
36e.	<p><u>ASK ALL</u> Do you have a software system for Customer Relationship Management that is not part of a practice management system?</p> <p style="text-align: right;">----- YES ----- NO DON'T KNOW</p>		Q36f ----- Q36f1
36f.	<p><u>IF 'YES' ASK</u> What is the name of that product? WRITE IN</p>		Q37
36f1	<p><u>IF 'NO' ASK</u> Do you intend to acquire a software system for Customer Relationship</p>		

Management (either stand-alone or part of a Practice Management system) in the next 12 months?	
38a ASK ALL Do you have software systems from more than one software house?	
<p style="text-align: right;">YES ----- NO DON'T KNOW</p>	<p style="text-align: right;">Q38b ----- Q44</p>
38b IF 'YES' ASK Are those systems sufficiently integrated to enable you to avoid re-keying standard data such as client name and address?	
<p style="text-align: right;">YES ----- NO DON'T KNOW -----</p>	<p style="text-align: right;">Q44 Q38c</p>
38c IF 'NO' ASK Do you think software houses are doing enough to share data with each other's applications?	

44. That completes the interview. If you would like to receive a copy of the report one can be made available free of charge. Would you like the Institute to e-mail it to you?

YES: WOULD LIKE COPY BY E-MAIL
NO: DON'T WANT A COPY

IF 'YES WOULD LIKE BY E-MAIL' COLLECT E-MAIL ADDRESS.

BEFORE COLLECTING ADDRESS SAY:

The Institute will only use your (INSERT AS APPROPRIATE) email address/postal address to send you a copy of the report. You will not receive any commercial or marketing material or other communications as a result of this.

Q45

45. If the IT Faculty decides to undertake this survey again next year would you be willing for us to recontact you?

YES
NO
WRITE IN ANY COMMENTS

**STANDARD CLOSING,
THANK AND CLOSE INTERVIEW**