

# K2's CPA Firm Technology And Management Update

## **Major Topics**



- Evolving trends in the accounting profession, including shifts in supplier dynamics
- Advanced software solutions tailored for various service lines and niche markets
- Innovative automation tools, with an emphasis on AI and machine learning in accounting
- Optimized technology stacks to boost productivity and profitability

## Learning Objectives



- Catalog recent changes by leading suppliers in the accounting sector
- Evaluate software solutions for specific service lines and niche applications
- Recognize opportunities for automation and innovation within accounting practices
- Select the most suitable technology stack for enhancing your firm's performance

# Latest Accounting Technology Lab Podcast Episodes



#### Published(Website)(Apple Podcast)

- Amazon Music, Google podcasts
- AssurancePrep
- Aiwyn
- SOBI Analytics
- Microsoft 365 Plans and Options for Firms
- What is the Future of Desktop Accounting
- Stanford Tax
- Zoho Analyst Day

#### Recorded, Will Be Released Soon

- Sage Transform
- Aider
- Datamatics
- MakersHub.ai
- Digilence
- Ricoh scanners
- Canon scanners





## Style



- It's great to be with so many of you I know
- I appreciate the relationships since I've been in many of your firms
- Assumed alignment on strategy & vision in your firm w/governance
- Avoid redundancy based on other presenters
- Quick, not reading the details to you, but hitting the highlights
- Al could be two hours by itself
- Details, including links in handout. Not trying to cover details
- Many products are named, but many are not
- Less technology details Tech Update has those
- No single solution works for each of your firms "an easy button"

## Considerations



- Security, Policies, Standards, Regulation, Guidance & Governance
  - Cybersecurity
  - Al
  - NIST
- Technology Solutions Broader ecosystem to maintain relevance
  - More SaaS solutions
  - APIs becoming more common and available enabling automation
  - Single Sign On (SSO) built into more products
  - SOC audits of platforms more common
  - Service line, operational, and management systems
- Staffing Education & Awareness

## Good Things Of The Past Year



- Al positive impact from
  - ChatGPT
  - Microsoft Copilot
  - Anthropic Claude
  - Acceptable options for implementing and utilizing AI/LLMs with client data
- No significant date extensions
- Vendors had better uptime

 New options for scan and populate 1040s and K1s

## Issues Of The Past Year



- Support call response bad (all)
- Useless Al webinars
- During M&A, data held hostage
- Thomson Reuters
  - MFA Conversion
  - MFA not working consistently
  - UltraTax CS slowness issues
  - UltraTax CS crashing issues
  - FileCabinet CS crashing issues
  - Login compromises
- CaseWare
  - Multiple cloud outages in 2024
- Intuit discontinues QB Desktop

- Wolters Kluwer
  - Lack of support on new Office add-ins
  - Axcess Tax state forms
- IRIS
  - Discontinuance of Practice Engine
  - Discontinuance of iChannel
- Microsoft
  - Copilot Excel needs the files in OneDrive
  - Copilot needs the new Outlook
- Citrix
  - 3–5-minute reboot issue related to printers
  - NetScaler outage June 20
  - Security hole for United Healthcare

## Rapidly Evolving Ecosystem



#### **Platform Hubs/Portals**

- Digilence
- HubSync
- Knuula
- Liscio
- SayAnchor
- SmartVault
- Suralink
- Small firm
  - StanfordTax
  - SuiteFiles
  - Truss
- And over 20 more

#### **Practice Management**

- Karbon
- Practice ERP
- Practice Engine (IRIS)
- Practice Pro 365
- Star Practice Management (IRIS)
- TPS
- Small firm
  - Canopy
  - Financial Cents
  - TaxDome
- And over 40 more

## Focus On Individual Tax Changes



- 1040 tax prep has traditionally been "Grind" work that has pushed many tax teams -- from staff to partners -- to the brink
- The push to outsource or divest this kind of work has made some impact but most firms still struggle
- Technology is making major leaps forward in terms of automating the 1040 process -- from gathering to data entry to delivery
- 1040 administrative work is an ideal place for technology to disrupt because it is both highly structured and highly repetitive
- Small firms are already reporting savings in excess of 60% of the administrative work. This stands to increase
- This level of technology-led disruption stands to flip 1040 prep from undesirable, low-margin work to highly automated, high-margin work

## Is There A Future Where Single Portals With High Client Adoption Mitigate Multiple Pain Points In A Single Stroke?

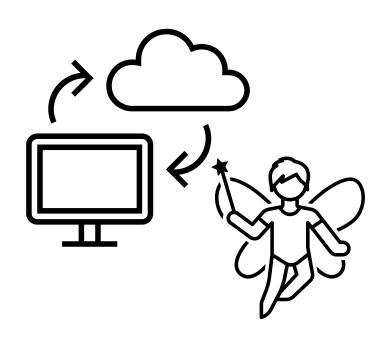


- Compliance 4557, GLB, GDPR, Privacy, AI, etc.
- Consumer trends mobile, Consumer Experience (CX), etc.
- Firms that miss the CX trend stand to lose an entire generation of client (and staff)
- Firm productivity gains are limited unless clients participate
- Continued disruption of administrative work will help firms attract and retain top talent
- Margin expansion especially in low-cost lines of work such as 1040
- Firms divesting 1040 work may soon regret it because of how valuable it is to clients

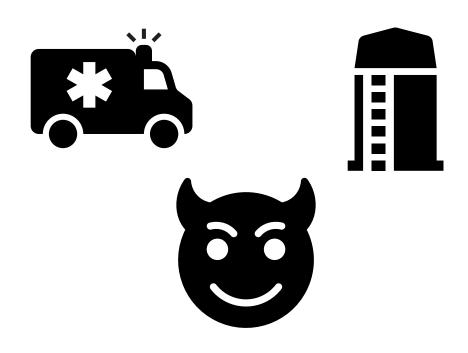
## Desired Ecosystem



What Vendors Say, Partners Want



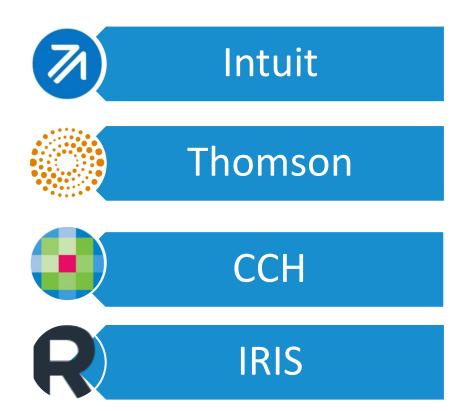
What's Going On



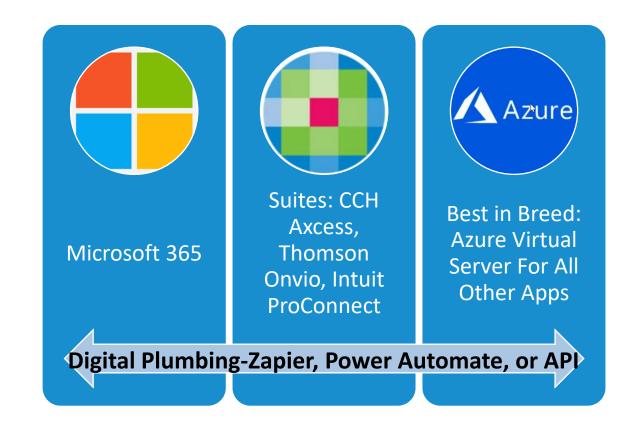
## **Ecosystem Decisions**



#### **Today**



#### **Near Future**



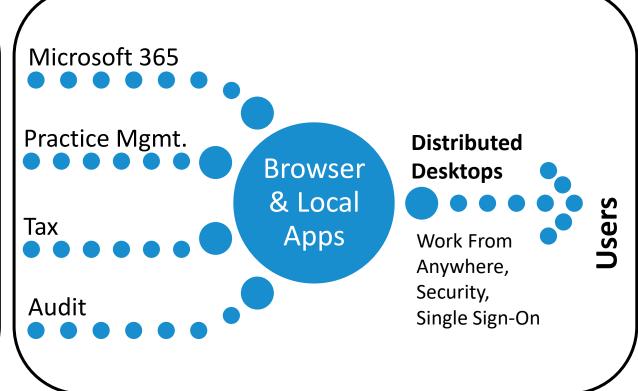
# What Is The Architecture Of Your Road Map?



#### **Current Architecture**

## **Apps** Centralized Computing Desktop Citrix/ RDS (Local or Hosted)

#### **Future Architecture**



## Fundamental Computer Technology



#### **PC Buyer**

#### **Mac Buyer**

- Windows 11, Microsoft 365
- Intel Core Ultra & AMD Ryzen 5-9
   M3/M4 PRO/MAX ARM
- Dedicated GPU (ARC, Radeon)
- 32-64GB of RAM, DDR5
- PCIe Gen 4 128GB-1TB of NVM Express Solid-State drive (NVMe)
- Thunderbolt 5, for HDMI/USB

- MacOS, Microsoft 365
- Dedicated ProRes graphics
- 8-64GB of RAM (DDR5 Unified)
- PCIe Gen 4 128GB-2TB of NVM Express Solid-State drive (NVMe)
- Thunderbolt 5, for HDMI/USB

## **Topic Areas**



- 1. Cybersecurity Essentials for CPA Firms
- 2. Al Integration and Best Practices for CPA Firms
- 3. Key Performance Indicators and Data Tools for CPA Firms for the Data Analytics Revolution
- 4. Al and Automation in Practice Management with Effective Client Deliverable Strategies including Next-Gen Billing and Document Management
- 5. Automation and bots

- 6. Managing the Cost of Technology
- 7. Staying Ahead of the Technological Developments to maintain firm relevance
- 8. Innovations in service line software Audit and Tax Software and Al's Role in Enhancing Audit and Tax Services
- 9. Outsourcing/Talent
- 10. Major publisher updates

## 1. Cybersecurity



#### **Tools**

- Firewalls
- Anti-virus
- EDR/MDR/Unified Endpoint Management
- MFA Multi-factor
- DLP Data Loss Prevention

#### **Policy & Training**

- Update security continuously
- Governance and change management, NIST V2.0, 2/26
- Training tools KnowBe4
- Collection of IT policies
- 5293/5447 WISP in place

## A Sampling Of Risks...



- 1. Ransomware
- 2. Phishing attacks, including "spearphishing" incidents
- 3. Credential compromises
- 4. Poorly configured end-user devices
- Misconfigured organizational security devices

- 6. Lack of appropriate security policies and plans in place
- 7. Inadequate team member training on policy objectives
- 8. Remote work environments
- 9. Poor backup strategies
- 10.Continuing to use legacy hardware and software

## Top Security Concerns With Remote Work Pretty much the same risks as in the office

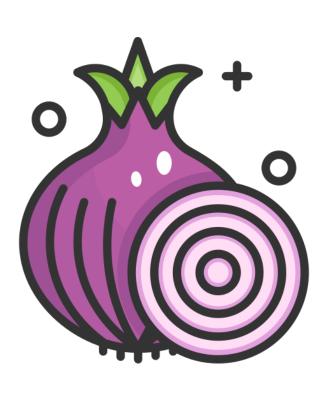


- Maintaining compliance
- Phishing emails
- Weak passwords
- Unsecured home devices
- Unencrypted file sharing
- Open Wi-Fi networks
- Learn more at <a href="https://bit.ly/3LbeNma">https://bit.ly/3LbeNma</a>



## Security Is Not A Binary State

- Security isn't as simple as flipping a switch. It is not an "on" or "off" thing
- You should think of security more like an onion, with layers. Their outer layer is your perimeter on the edge of your network. The inner layers could be different segments of your network or computers
- Don't have all your security on the perimeter; ensure you have protection at multiple layers throughout your network
- You can be vital in some areas and soft in others. It is a never-ending process of keeping yourself ahead of the threat actors
- It requires constant vigilance and regular renewal. There is no magic wand
- Cloud and SaaS vendors can't solve the entire problem



## 2. Al Accounting Applications



#### **CAS & Advisory**

- 4ImpactData
- Aider
- Botkeeper
- Digits
- MakersHub.ai
- Periodikal

#### Tax, Audit, PM

- Additive (K1 AI)
- Black Ore Tax Autopilot (1040 AI)
- Digilence (integration/PM)
- laurel (time sheets)
- Materia (Al Guidance)
- Time Credit (Technical Memos)
- Wolters Kluwer TeamMate Document Linker
- Zoho

## GenAl Toolkit: Roadmap For Firms





Structured Data Extraction



#### **Advisory**

Al-enriched KPI Analysis



#### **Audit**

Interview Transcript Assistant





**Tax**Legislation Research
Assistant



Internal Business
Management
Recruiting Agent



CPA.com/gen-Al



#### SPECIAL REPORT

## Using AI to deepen your position as a trusted advisor

Explore <u>insights</u> from CPA.com's year-long AI research initiative

CPA.com/Gen-Al





#### Start-up Accelerator – 2024 AI Focused Cohort



#### Driving innovation in the accounting profession through:







EXPERTISE ACCESS

**GRANT** 







**ADVISORY** 

TAX







AUDIT



**TIMEKEEPING** 



## Today's Biggest Generative Al Tools



#### **ChatGPT (Open AI)**

- Launched in November 2022
- Microsoft has invested \$11B
- The free version (3.5) was last updated in January 2022
  - v4.0 in Plus \$20/mo.
  - Teams \$30/mo., Enterprise plan
  - GPT-4o (omni) new on 5/13/24
- https://chat.openai.com

#### **Gemini (was Bard by Google)**

- Available in March 2023
- Like ChatGPT, you sign-up for a subscription
- Currently, no charge for Gemini, but Gemini Advanced is \$19.99/mo. in Google One Premium subscription
- https://gemini.google.com/app

## Today's Biggest Generative Al Tools



#### **Copilot (Microsoft)**

- Launched in February 2023
- Developed by OpenAl
- Microsoft has invested \$10-20B
- Initially launched as Bing Chat, now in Windows 11, M365
  - M365 \$30/mo., Enterprise plan
  - Free in Windows 11, Edge
  - Phi-3 new on 4/23/24
- https://copilot.microsoft.com/

#### **Claude (Anthropic)**

- Released in March 2023
- Amazon has invested \$4B
- Currently, no charge for Claude
  - Claude Pro \$20/mo., Opus
- https://claude.ai/chats

# Creating Responses To IRS Notices

(generated by

ChatGPT)

#### 1. Review the Notice:

Carefully go through the CP-12 notice to understand the specific details of the IRS's claim. Verify the tax period and the nature of the adjustment.

#### 2. Gather Documentation:

Collect all relevant documentation, including tax returns, receipts, and any supporting documents that can substantiate John Jones's position. This will be essential in building a case against the IRS's claim.

#### 3. Contact the IRS:

Reach out to the IRS using the contact information provided on the CP-12 notice. Explain the reasons for the disagreement and provide supporting documentation. It's advisable to remain calm and professional during any communication with the IRS.

#### 4. Certified Mail:

If you choose to send additional information or documentation, consider using certified mail with return receipt requested. This will provide proof of both the sending and receiving of your documents.

#### 5. Request an Appeals Conference:

If the disagreement persists, John Jones may have the option to request an appeals conference. This involves presenting the case to an independent IRS officer who will review the matter impartially.

#### 6. Seek Professional Assistance:

As a Certified Public Accountant, you might want to consider leveraging your expertise or



## Creating Responses To IRS Notices



- Although the guidance provided in the previous slide might be helpful, particularly to less-experienced staff, you may have been hopeful of getting a draft of the actual response letter created by your Al tools
- Modifying your request to "Create a response letter to IRS CP-12 where John Jones owes \$1,000 and disagrees with the IRS" generates the draft response indicated on the next slide



I hope this letter finds you well. I am writing in response to CP-12, which indicates that John Jones owes \$1,000, a claim he disputes.

Upon reviewing the notice, we respectfully disagree with the proposed adjustment. We have conducted a thorough examination of the relevant tax period and have gathered supporting documentation to substantiate our position.

Enclosed, please find copies of the tax returns, receipts, and any other pertinent documents that support our claim. We believe that these materials will provide clarity on the matters in question. We request that you review this information in reconsidering the proposed adjustment.

If necessary, I am open to further discussions or meetings to discuss this matter in detail.

Additionally, I would appreciate guidance on any specific procedures or documentation required to facilitate a resolution.

Please be advised that we have also retained copies of this correspondence for our records.

Thank you for your prompt attention to this matter. We look forward to resolving this issue amicably.

Sincerely,

[Your Full Name]



## Microsoft Copilot



#### Question

Compare the advantages and disadvantages of operating as an S corporation from an income tax perspective.

- Searching for: advantages and disadvantages of S corporation from an income tax perspective
- Generating answers for you...

#### Response

Operating as an S corporation from an income tax perspective has both advantages and disadvantages. Here are some of the main points to consider:

#### Advantages:

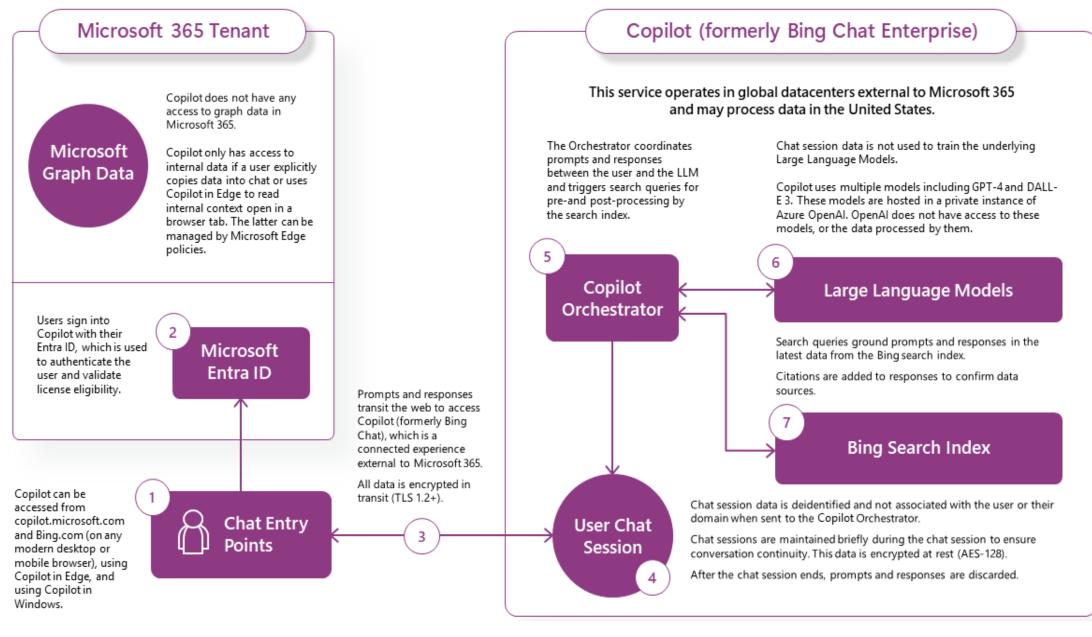
 Avoidance of double taxation. The earnings of an S corporation are only taxed once, at the level of its shareholders. This is significantly better

## More On Copilot



- Copilot also integrates with Microsoft 365, where you can use it to do things such as:
  - Automatically respond to emails
  - Create PowerPoint presentations from Word documents
  - Summarize threads of email messages
  - Summarize Chat content from a thread of messages
  - Create transcripts of meetings
- Copilot became generally available as a subscription tool on 11/1 for \$30/mo. on E3/E5 plans, and \$20/mo. for Copilot Pro

## Copilots And Data Protection



## Are There Dangers With AI? Absolutely!



Biased Outputs

Copyright infringement

Data privacy

Data security

Deepfakes

Hallucinations

## 3. Data Tools And KPIs



#### **Tools**

- Standalone utilities
- Part of platforms (Aiwyn/ Digilence/ HubSync/ Liscio)
- Connect directly through API (Application Program Interface)
- Leverage native integrations

#### **Determine Useful KPIs**

- Bernie Smith books on KPIs
- Some provided by tool providers
- Alliance groups may have measures they want you to use
- Surfaces firm profitability by service line, location, other

# What Is A Key Performance Indicator (KPI)?



- Key Performance Indicators (KPIs)
- A value or score to measure the scope of a potential company's success or attainable business objectives
- Values can be:
  - Quantitative (sales we sold \$1.5 million this month) or
  - Qualitative (customer sentiment 95% of my clients feel "Very Good" or "Excellent" about the service they received)
- KPIs can also be
  - **Leading** (e.g., the drop in housing starts in our area means that demand for lumber and shingles will be lower next month)
  - Lagging (Accounting fees are a lagging indicator, so if there's a recession, it will take a year or so for accounting fees to adjust to the new normal)

# What Is A Key Performance Indicator (KPI)?



- KPIs and real-time activity reporting
  - Input KPIs like percentage of budgeted positions filled or days sales in raw materials inventory help us know how we are doing with the resources needed to perform tasks
  - Output KPIs help us measure our progress in a particular business process sales, production, new customer acquisition
  - Process Indicator KPI's help us know how efficiently and effectively a process is functioning
  - Practical Indicators are feedback on the functioning of a process in a company

## Accounting Firm Technology Spend



- \$5,000 \$7,000 per employee
- 3 7% of top line revenue for maximum partner profitability
  - < 3% usually equals less profitability per partner
  - >7% must be managed carefully
  - 7 15% still provides ROI
- Establish your baseline costs per team member
  - Standard equipment computer, monitor, cell phone, docking stations
  - Productivity licensing Microsoft Office (\$22-57), Adobe, more
  - Line of business licensing
- Hosting/infrastructure/support will be \$125-225 per person

## **Accounting Firm KPIs**



- Client satisfaction (NPS)
- Client retention
- Client lifetime value
- Client acquisition cost
- Client churn rate
- Monthly recurring revenue (MRR)
- Annual recurring revenue (ARR)
- Rate per hour

- Average revenue per client (ARPC)
- Realization % (percent of "standard" rates)
- Markup/markdown percentage
- Hours charged
- Chargeable time %
- Production in \$ and hours
- Team mix via writedown %

### Dashboards



#### **Mainstream**

- CCH Axcess Dashboard
- Practice CS Dashboard
- Abdo Solutions
- Intuit QuickBooks Online
- Power BI

- 4ImpactData
- Zoho Analytics

### **Data Extraction**



#### **Mainstream**

- Dext Prepare
- Hubdoc
- Sage Autoentry
- Botkeeper (powered by Vic.AI)
- Altair Monarch
- Validis

- MakersHub.ai
- Vic.Al
- Data Snipper
- TeamMate Document Linker
- Audit Sight
- UiPath
- Winautomation

## Digital Plumbing



#### **Mainstream**

- Digilence
- Karbon
- HubSync
- Boomi
- Power Automate
- CData
- Zapier
- Zoho Flow

- Actian Avalanche
- Talend
- DOMO
- Information Builders

## 4. Practice Management



#### **Mainstream**

- CCH Axcess Practice/iFirm
- Thomson Reuters Practice CS/DT Max
- IRIS Practice Engine (EOL)
- IRIS STAR Practice Mgmt.
- Karbon

- PracticePro 365
- Practice ERP
- Small firm
  - Canopy
  - Clarity Practice Management
  - Financial Cents
  - Tax Dome
  - TPS Cloud Axis
- Zoho Practice

### **Portal**



#### **Mainstream**

- CCH Axcess Client Collaboration
- Thomson Reuters NetClient CS
- HubSync
- Liscio
- Suralink
- Doc-It Portal
- ShareFile

- Specialty
  - SafeSend
  - TaxCaddy
- Small firm
  - Clarity Practice Management
  - SmartVault
  - StanfordTax
  - TPS Cloud Axis
  - Truss

## Practice Management Support



### **Revenue Cycle**

- SayAnchor
- Knuula
- Aiwyn
- Apxium
- Campfire
- Ignition

#### Admin

- Ramp
- BILL
- Forwardly (FedNow ACH)
- HR platforms
- CPACharge
- QuickFee

## AR Revenue Cycle Tools



- Anchor: Anchor automates proposals, invoicing, and payments, improving cash flow, preventing revenue loss, and enhancing client experience
- Aiwyn: Aiwyn software improves client experience, automates internal finance processes, speeds up cash flow, and provides immediate ROI
- Apxium: Apxium software automates accounts receivable, improves cash flow, enhances accuracy, and provides seamless integration with accounting packages

## HR Software By Type



### Recruiting

- Recruitment Marketing
- Applicant Tracking
   System
- CandidateSourcing
- Referral Program

#### Administrative

- Personnel Tracking
- EmployeeScheduling
- Payroll
- Benefits

#### **HCM**

- Onboarding & Offboarding
- EmployeePerformance
- EmployeeEngagement
- LearningManagement

# Right To Small Mainstream Tools!



- BambooHR: An all-in-one HR software solution, BambooHR offers features such as applicant tracking, onboarding, time tracking, and performance management, making it a comprehensive tool for HR professionals
- **Gusto**: An integrated HR, payroll, and benefits platform, Gusto simplifies payroll processing, compliance, and employee benefits management, making it an excellent choice for small and medium-sized businesses
- Zoho Recruit: A comprehensive applicant tracking system, Zoho Recruit helps HR professionals manage job postings, track applicants, schedule interviews, and streamline the entire recruitment process

### Mainstream HCM Tools



- **Paycor**: An HCM platform designed for small to medium-sized businesses, Paycor offers solutions for payroll, time tracking, recruiting, onboarding, and benefits administration, as well as HR analytics and reporting
- **UKG Pro** (formerly Ultimate Software's UltiPro): A comprehensive human capital management (HCM) solution, UKG Pro offers features such as payroll, benefits administration, talent acquisition, and performance management

### Mainstream HCM Tools



- Paychex: Paychex Flex® is an all-in-one HCM, PEO, and HR software that streamlines payroll, benefits, workforce management, talent management, and employee experience, backed by experienced support (CPA.com affinity program!)
- Rippling: Rippling is a comprehensive HR software solution catering to teams ranging from small to large. It integrates payroll, benefits management, time tracking, and PEO services. Customizable and ideal for remote teams, it simplifies workforce management and employee administration. April 22 Series F raise of \$200M on a \$13.5B valuation which Coatue led, and was joined by Dragoneer, Founders Fund, and Greenoaks

## Larger HCM Tools



- ADP Workforce Now: A complete HCM solution, ADP Workforce Now provides payroll processing, time and attendance, benefits administration, talent management, and HR analytics for medium to large-sized businesses
- SAP SuccessFactors: A cloud-based human experience management (HXM) suite, SAP SuccessFactors offers modules for recruiting, onboarding, performance management, learning and development, and compensation management
- Workday: A cloud-based platform that provides HR management, financial management, and analytics solutions, Workday is designed to help organizations streamline their HR processes and make datadriven decisions

## Common HR Technology Challenges

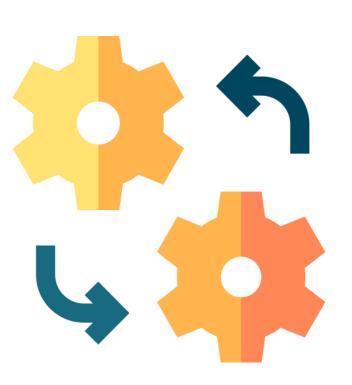


- Disparate, clunky platforms
- Leads to inadequate data and lackluster reporting
- Expensive, time-consuming IT support
- Add-ons meaning multiple vendors to manage
- Lack of scalability
- Compliance issues
- Cumbersome management of the employee lifecycle
- Insecure data storage or transfer
- Inability to see information on any device

### 5. What Is Automation?



- In business, automation is focused on performing a task without the need for human labor
- Humans design automation procedures, but the work is performed between systems. Once initiated, it will continuously run on its own until intervention is required
- An example of simple automation would be the thermostat in your home or fridge. It will maintain the temperature once it is set
- A complex automation would be your car's traction control system that automatically adjusts based on multiple real-world conditions



## **Common Accounting Automation**

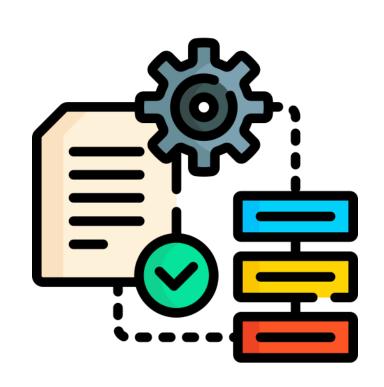


- Optical character recognition (OCR)
- PDF creation and conversion
- Integrated portals with PBC list tracking
- Data cleanup/extraction (Power Query, Python, etc.)
- Robotic process automation
- Data interfacing, upload/download, and synchronization
- Task tracking and checklist monitoring
- Automated reminders for overdue tasks

### Al & Automation In Firms



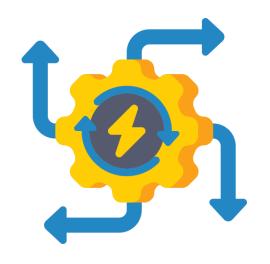
- Automation makes hardware or software do things automatically without human intervention
- Artificial intelligence is focused on decisionmaking
- Automation can occur with or without artificial intelligence. When you use AI, you're also using automation most of the time. The two technologies complement each other well
- Learn more about the differences between Al and automation, <a href="https://bit.ly/3tT836Y">https://bit.ly/3tT836Y</a>



## Artificial Intelligence Vs. Automation



|                            | Artificial Intelligence                                                                                       | Automation                                                                          |
|----------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Decision<br>Making         | AI makes a decision based on the learning from experience & information it receives.                          | Automation is like preset and self-<br>running to perform specific tasks.           |
| Purpose                    | Al is a system that helps experts analyze situations and arrive at a particular conclusion.                   | Automation is a kind of machine programmed to carry out a routine job.              |
| Repetition                 | Al is for non-repetitive tasks. Each task is separate and distinct from the other tasks.                      | While automation is for repetitive tasks based on commands and rules.               |
| Learning and Changing      | Al involves learning and evolving.                                                                            | Automation does not involve learning and evolving.                                  |
| Interaction with<br>Humans | Al interacts with humans, and it learns from experience, compares situations, and then works according to it. | Automation can have no interaction with humans. It typically works on instructions. |



Learn more at <a href="https://bit.ly/38xLJaZ">https://bit.ly/38xLJaZ</a>

### **Automation Risks**



- Missing, incomplete or duplicate transactions
- Errors in converting data from one format to another format
- Integrations that break without notification, resulting in lost time and poor service
- Routing data from one client/business into the wrong business's data folders
- Isolated errors leading team members to no longer trust the automation and run manual processes that go around the automation



## Robotic Process Automation (RPA)



### Business Automation Through Users

- Robotic process automation (RPA) is a form of business process automation technology based on metaphorical software robots (bots) or artificial intelligence (AI)/digital workers. It is sometimes referred to as software robotics (not to be confused with robot software)
- In traditional workflow automation tools, a software developer produces a list of actions to automate a task and interface to the back-end system using internal application programming interfaces (APIs) or dedicated scripting language
- In contrast, RPA systems develop the action list by watching the user perform that task in the application's graphical user interface (GUI) and then complete the automation

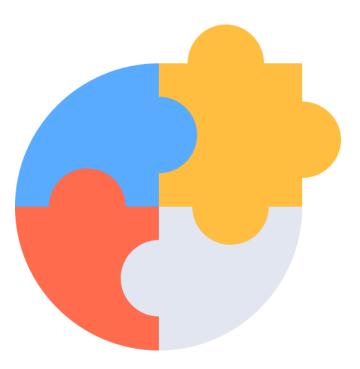


## Examples Of What RPA Can Do

## RPA can help with all types of tasks!

- Voice recognition and <u>digital dictation</u> software linked to join up business processes for straight-through processing without manual intervention
- Specialized <u>Remote Infrastructure Management</u> software featuring automated investigation and resolution of problems, using robots for the first line <u>IT support</u>
- <u>Chatbots</u> are used by internet retailers and service providers to service customer requests for information. Also used by companies to service employee requests for information from internal databases
- Presentation layer automation software, increasingly used by <u>Business Process Outsourcers</u> to displace human labor
- <u>IVR</u> systems incorporating intelligent interaction with callers





### How To Create A Bot

### There are a variety of approaches

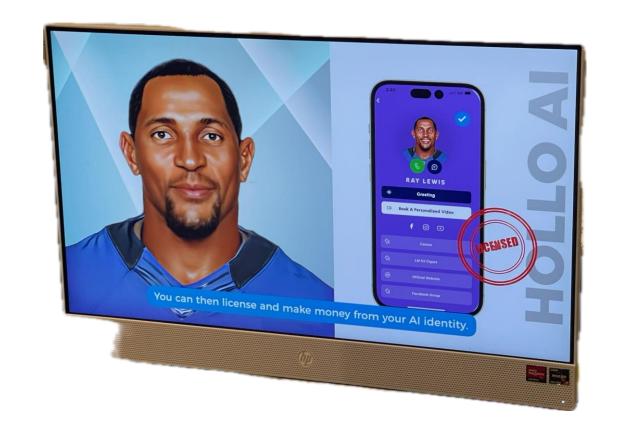
- Define the Purpose Identify the problem you want the bot to solve. What are your business needs? Start from the business problem and build from there
- Design the Conversation Flow
- Choose a Platform Decide on a platform for your bot.
   This could be a natural language understanding platform like Dialogflow, a chatbot building platform like Botpress, or a bot builder like Chordata or BotPenguin. <a href="Comparative table of tools">Comparative table of tools</a>
- Create and Train the Bot
- Test the Bot
- Deploy the Bot
- Track and Improve

- Consider
  - Purpose
  - Platform
  - Build
  - Improve

### Al-Powered Chatbot – Hollo.Al



- Create an avatar, which can be your real image, in less than one minute
- Supplemental information is retrieved from the web
- Clients can interact with your avatar using content from the Al's large language model



### When To Use RPA



Automating repetitive tasks, and enhancing audit quality

- Audit Evidence Collection and Preparation
- Financial Reporting
- Bookkeeping and Data Entry
- Process Improvement
- Security and Compliance Monitoring
- Client Interaction and Support

- Consider
  - Process
     Assessment and
     Prioritization
  - Vendor Selection Challenges
  - Implementation Approach
  - Governance and Change
     Management

### How To Create An RPA

### There are a variety of approaches

- Understand what RPA is the use of software with AI and ML capabilities to handle high-volume, repetitive tasks that previously required humans to perform
- Choose the right RPA tool There are several RPA tools available in the market. One popular tool is <u>UiPath</u>. <u>Microsoft Power Automate</u> is another option
- Identify the processes for automation
- Design the process
- Develop & Test the RPA bot
- Deploy the RPA bot
- Monitor & Optimize



- Consider
  - Repetitive tasks
  - Platform
  - Select one process first
  - Optimize

## Key Steps – Process Automation



- 1. Process identification and documentation
- 2. Technology selection
- 3. Enterprise architecture planning
- 4. Implementation strategy –change management, user training
- 5. Monitoring and optimization

### Five RPA Tasks



### RPA is used in various ways by CPA firms

- Execute preprogrammed audit tests in software applications like Excel or CaseWare IDEA
- Automate the generation of financial reports, including BS, IS, expenses, and tax reports
- Repetitive data entry in CAS
- AP processing
- Data entry in tax software from source documents

- Consider
  - Right processes
  - Start small
  - Establish governance
  - Plan change management

## 6. Technology Cost Containment



- Only pick technologies that prove at least a 2x or more investment ROI
- Extending replacement cycles of hardware
- Standardization
- Even if you follow the "cloud (crowd)," you'll have security and single sign-on to manage
- Variable costs usually mean higher costs

- Consider
  - Run your own numbers
  - Understand the power and politics of every deal

### 7. Relevance



- Train your team regularly
- Ask for innovation from every team member
- Ask clients what the firm can do for them
- Implement real Advisory services
- Expect quantum and mobile improvements
- Follow SaaS developments on key platforms

- Consider
  - The cost of ignorance
  - The cost of laggards
  - Too much dependency on individuals

### 8. Service Line Innovation Choices



#### **Core Applications**

- Audit
- Tax
- 1040 Workpaper (U.S.)
- CAS
- Practice Management
- Document Management
- Workflow

#### **Automation**

- Portals
- Data Extraction
- Digital Plumbing
- Data Wrangling (ETL)
- Dashboards

### Service Line Software



- Cloud based engagement/trial balance/audit software
  - AICPA / CPA.com Dynamic Audit Solution (DAS)
  - Fieldguide
  - Inflo
  - Mindbridge
  - EBP audit platforms (i.e., Autire or AuditMiner)
- Tax
  - Income Tax Preparation Software-Is CCH still the most widely used? Yes
  - Use of technology in tax prep

- CAS & Advisory
- Family Office
- Portals

### Audit



#### **Mainstream**

- CCH Axcess Engagement
- CCH Engagement
- Thomson Reuters AdvanceFlow Autire
- Hg Capital CaseWare

- AuditMiner
- Audit Sight

- Fieldguide
- Inflo
- Vanta

## **Audit Support**



#### **Mainstream**

- CCH® ProSystem fx® Knowledge Coach
- Checkpoint Engage
- Data Snipper
- ProStaff
- Valid8 Financial
- Validis
- WSG Empire Suite

- ACL GRC
- ACL Robotics
- AuditBoard
- Dynamic Audit Solution
- HighBond by Galvanize
- M-Files

### Tax – U.S.



#### **Mainstream**

- CCH Axcess Tax
- CCH ProSystem fx
- Thomson Reuters UltraTax CS
- Lacerte
- ProSeries
- Drake

- Corvee
- TaxPlanIQ
- ProConnect Tax
- April Tax
- Withdrawn
  - ONVIO Tax

## 1040 Workpaper – U.S.



#### **Mainstream**

- CCH Axcess Scan & Autoflow
- Thomson Reuters SurePrep
- Drake Copanion GruntWorx

### **Up and Coming**

 No new contenders except Black Ore Tax Autopilot, but for business trial balance, Tallyfor

# CAS – Client Accounting Services



### **Mainstream**

- Intuit QuickBooks Online
- Xero
- Sage Intacct
- IRIS AccountantsWorld

- FreshBooks
- Zoho
- AccountingSuite

# **Advisory Platforms**



### **Mainstream**

- Complete Advisory Solution
  - Primary
  - Secondary
  - Tertiary (Concierge)
  - New professionals effective
- List of 125 Advisory services

- 4ImpactData
- Aider
- SOBI Analytics

# Document Management



### **Mainstream**

- CCH Axcess Document/iFirm
- Thomson Reuters GoFileRoom
- Thomson Reuters FileCabinet
   CS
- IRIS Doc.It
- IRIS iChannel (EOL)
- SmartVault

- Lucion FileCenter
- Virtual Cabinet
- iManage Work

# Workflow Management



### **Mainstream**

- CCH Axcess Workflow
- CCH Axcess Workstream(?)
- Thomson Reuters FirmFlow
- IRIS Doc.It
- TPS Cloud Axis
- Used, but not really
  - CCH Practice Management
  - Practice CS

- Aero Workflow
- Jetpack Workflow
- Karbon

# 9. Outsourcing/Talent/Automation



### **Outsourcing**

- Determine your needs
- Contract carefully
- Start small and add

### **Automation As A Cure**

- Portals/PBC automation
- Tax Automation Black Ore, Additive
- CAS automation MakersHub, Botkeeper

## Outsourcing: Services



Outsourcing companies offer many different types of services

- General data entry
- Tax data entry
- Workpaper preparation and reconciliations
- Client accounting services
- Payroll, payroll tax, and sales tax preparation
- Tax preparation with full workpapers
- Internal audit services
- Full CPA capabilities including client contact
- Technology services (hosting, programming, RPA)

# Outsourcing: Providers



- AssurancePrep
- AuditClub
- Datamatics
- Miles Education
- SAM
- SAPRO
- Taxfyle
- TOA
- QXAS
- WK/TR/IRIS

# **Outsourcing - Security**



- Look for many third-party audits and compliance statements
  - Rigorous third-party audits
    - SOC 2 Type II on data center AND on company's operations
    - ISO 27001 quality audit of information security management system
  - Compliance with stringent data security regulations
    - HIPAA/HITECH (healthcare and employee data, will sign BAAs)
    - FERPA (educational privacy K-12 and colleges/universities)
    - Gramm-Leach-Bliley, PCI, and FTC Safeguards (financial services)
  - Compliance with stringent privacy regulations
    - GDPR (EU)
    - Privacy Act, PIPEDA (Canada)
    - CA consumer privacy act and emerging state privacy statutes

# **Outsourcing - Security**



- Two factor authentication required of all users at all times
- Offshore/remote employees use Citrix/remote desktop services and cannot download or print documents
- Hard drive encryption and business-grade IT environment
- Advanced security analytics and AI-based threat detection
- 24x7x365 monitoring and incident response
- Primary and secondary/failover data centers, Tier II or higher
- All traffic protected by encryption at all times

### IRS Direct File Pilot



- Handles federal-only filing of simple returns in 13 states:
  - States with no personal income tax: Alaska, Florida, New Hampshire, Nevada, South Dakota, Tennessee, Texas, Washington and Wyoming
  - Other states: The departments of revenue in Arizona, California, Massachusetts, New York and Washington will offer a free state filing option for qualifying taxpayers
- More details are available at <u>the IRS website</u>

# IRS Considering An Information Systems Security Management (ISSM) Contract



- Creation of a robust and overarching ISSM Vulnerability Compliance and Remediation Program
  - 1. Project Management Support
  - 2. Vulnerability Remediation and Compliance Program
  - 3. Vulnerability Remediation compliance Support
  - 4. Data taxonomy
  - 5. Asset Inventory
  - 6. Continuous Monitoring Reporting Program
  - 7. Training
  - 8. ISSM Security Measurement (Quantification) Program
  - 9. Transition Phase (Out-Labor Hours)



10. Major Publisher Updates

# WHAT'S NEW WITH THOMSON REUTERS, WOLTERS KLUWER, INTUIT, IRIS, SAGE?



### What's New With Thomson Reuters?



- Application Program Interfaces (APIs) available in products but not in legacy CS apps
- Death of Onvio Tax in US, refocus on UltraTax CS
- Dave Wyle now running product management for TR Tax & Accounting
- During an investor call on 8/2/2023, when asked specifically about AI capital allocation strategy for Tax & Accounting (link, pg. 13), he said:
  - Incorporate SurePrep's document and information ingesting process on the front end of a tax return
  - Use automation and technology to reduce the new staff needed in the profession
  - Help firms add advisory (no real info here)
  - CONCLUSION: No commitments on capital allocation to Tax & Accounting AI

### What's New With Thomson Reuters?



- SurePrep will launch auto-categorization capabilities using AI and ML within TaxCaddy
- Launching in 2024 "smart analysis" capability to find anomalies or high-risk transactions in Cloud Audit Suite
  - Will streamline data ingestion, use AI to identify transactions, automating testing and confirmations
- Checkpoint Edge AI Assistant generative AI that works with research – beta now, generally available "in 2024"
- Many OneSource announcements for enterprises
  - Orbitax Global Minimum Tax tool in ONESOURCE Tax Provision
  - ONESOURCE E-Invoicing compliance portal with pre-build ERP integrations
  - Product Classification and Mapping in ONESOURCE Global Trade

### What's New With Wolters Kluwer?



- CCH Axcess Engagement released, not to be "ready for big firms" until mid-2024
- TeamMate Document Linker new for Al
- XCM renamed CCH Axcess Workflow (Workstream outcome?)
- Jason Marx promoted to CEO Tax & Accounting, Cathy Rowe leads Professional Market from Dallas now
- Expansion of CCH Axcess Collaboration Suite
- Performance of CCH Axcess generally improved
- Addition of a tool for managing Beneficial Ownership Information for FINCEN

# **CCH Axcess Engagement Shortfalls**



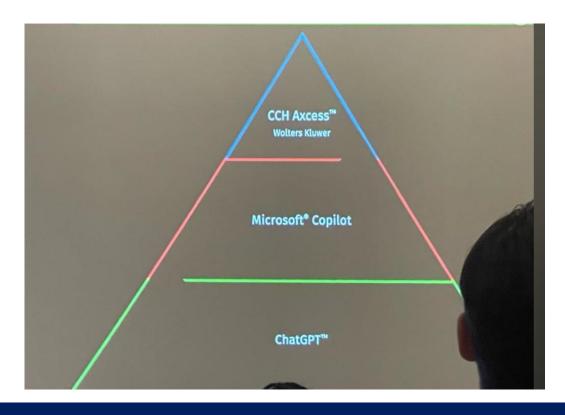
## upported ures

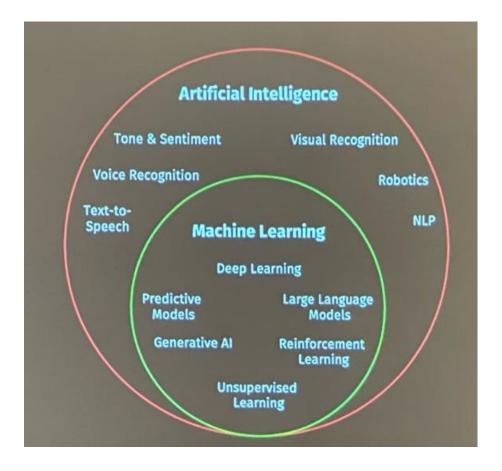
- More than one trial balance per engagement
- · Interim engagements (monthly, quarterly, semi-annually)
- Fund trial balances
- Consolidations
- Finalized binders
- Knowledge Coach workpapers
- More than one tax grouping list
- Unsupported balance types: State Tax; Other Balances and Other Imported Balances; Proposed journal entries
- More than one user-selected prior period balance type (ex. Final)

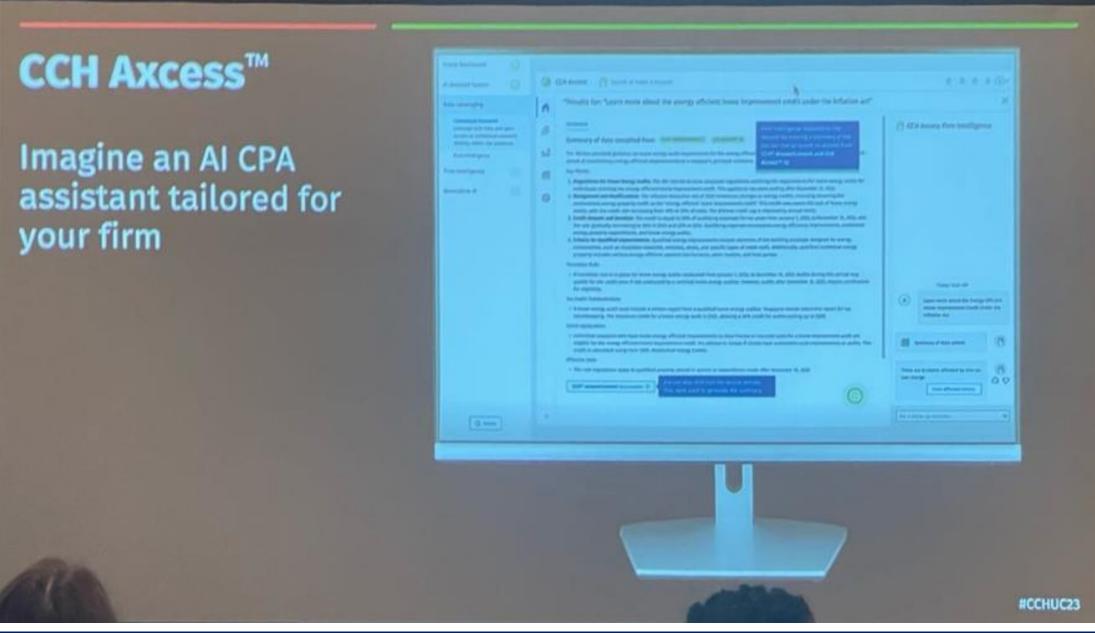
### Wolters Kluwer And Al



• "Over 50% of WK's revenue is from products which include AI"









Welcome to the AI-Empowered Firm Experience



Envisioning the future of human/AI collaboration in tax and accounting.



### Al Powered Search

All-powered Global Search generates insights, documents and dashboards all while leveraging existing data.

View Jim Junior's Experience →

### 

### Firm Guidance

Learn how Al can help your firm grow with real-time reporting based on your firm's data and industry standards.

View Paul Partner's Experience →

### Client Relationship Assistance

Client-focused intelligent assistant automating insights and recommendations to enhance workflow.

View Jim Junior's Experience →



### Firm & Client Scorecards

Real-time revenue insights and KPI ratings, enabling informed decisions for financial

View Paul Partner's Experience ->



### Benchmarking Guidance

Enhance your firm's profitability by offering up-to-the-minute reporting of your firm's data and anonymized data from similar firms.



View Paul Partner's Experience →



Wolters Kluwer

### What's New With Intuit?



- QBO Advanced Modern View Reports are migrating to default and users will not be able to use the previous version (<u>ERP Global Insights</u>)
- QBD Pro and Premier (desktop versions) will not be sold to new customers after July 31, 2024 (Intuit / Woodard Report)
  - While current users will be able to renew, this sets the stage for the non-Enterprise desktop QB to be discontinued sooner than expected
- Intuit's TurboTax has been censured by the FTC and told to "cease and desist" from using the word "free" without disclosing eligibility in a "clear and concise" manner
  - FTC found that "Intuit was aware that its ads may be deceiving taxpayers but it continued disseminating those ads anyway"... even though "Intuit restricted who was eligible for free filing such that two-thirds of taxpayers did not qualify." (FTC order/Docket 9408 9/6/2023 p. 85)

# Discontinued QuickBooks Desktop



- After July 31, 2024, Intuit will no longer sell new subscriptions to the following Desktop products in the US:
  - QuickBooks Desktop Pro Plus
  - QuickBooks Desktop Premier Plus
  - QuickBooks Desktop Mac Plus
  - QuickBooks Desktop Enhanced Payroll

- Subscribers can continue to renew their subscription after July 31
- All QuickBooks Desktop Enterprise subscriptions (Silver, Gold, Platinum, and Diamond) will continue to be available for purchase
- Starting on January 8, 2024, the fee for each direct deposit paid through QuickBooks Desktop Payroll increased to \$4

### What's New With Intuit?



- Intuit Assist Gen Al financial assistant
  - Answer questions to help small businesses understand their data
  - Insights and recommendations
  - Automate tasks to save time
  - More comprehensive analytics to help clients know/manage their business
- <u>List of new features</u> in Intuit's ProTax Offerings

### What's New With Intuit?



- Scaling Up QBO/Payroll
  - QBO Advanced adding features FA, Rev Rec, EST vs. Actuals, bulk upload & edit
  - Plug-in for Google Sheets
  - QB Payroll ==> Workforce
  - Employee document center
  - Job Costing multiple classes, splitting/allocating
  - Benefits Health, Retirement Allstate Group and Healthcare plans
  - Role based permissions expanded for
  - QBO look and feel more like QBD
  - Map payroll to COA
  - Migration Tool more data moving, works for more clients competes with QSPs
  - QuickBooks Ledger Formats QBO data for tax return sync

### What's New In ProAdvisor?



- New point earning opportunities and tier thresholds
- New benefits, including exclusive discounts, event access, and firm growth consultation
- Premium customer care for Gold tier ProAdvisors and above
- Addition of ProConnect Tax Online and Intuit Tax Advisor training and discounts
- Increased Mailchimp discount on the Standard Plan
- New accountant-approved apprecommendations

- Advanced QuickBooks Online and QuickBooks Online Payroll Certifications = 200 points each
- QuickBooks Online certification = 100 points
- Active QuickBooks Online Advanced, QuickBooks Payroll Elite, QuickBooks Payments, and QuickBooks Bill Pay (Elite) client subscriptions = 75 points each
- Active QuickBooks Online, QuickBooks Online Payroll, and QuickBooks Bill Pay (Premium) client subscriptions = 50 points each

### What's New With IRIS?



- IRIS Firm Management announced as a "new product" on 11/15/2023
- IRIS <u>partners with QuickFee</u> on 10/23/23 for pay over time offers to clients of accounting firms
- IRIS to expand global HR consultancy offerings to the Americas (<u>release</u>)
- IRIS Outsourcing offers bookkeeping, management accounting, payroll processing, financial statements and taxation solutions to close the industry talent gap
- AccountantsWorld Payroll Relief has an <u>integration</u> with The Work Number from Equifax to verify income of client employees
- Doc.It and iChannel will be merged into a single platform

# What's New With Hg Capital?



- IRIS Software Group sold "co-controlling share" to LGP, a Los Angeles-based private equity firm, valuing business at £3.15Bn (\$4B USD)
- CaseWare Expanding Cloud with AICPA Dynamic Audit Solution
- Dext new eCommerce capabilities in addition to Prepare (Receipt Bank)
- Prophix
- Insightsoftware
- Sovos (acquired Aatrix Software in early 2024)
- Visma Cybersecurity

### What's New With Liscio?



- Requests
  - Build any workflow from a single authoring tool (e.g., onboarding, questionnaires, tax organizers, close checklists, tax checklists, etc.)
  - Includes a progress bar which shows how much client has entered to date in real time
- Business Texting two-way texting in a single platform
- Email integration works with Gmail and Outlook
- Timeline
  - Single screen dashboard for each account
  - Shows all texts, emails, secure messages, file uploads, signatures, and requests with the progress bar by contact and account
- Mobile apps and mobile web

# **Direct Cost Comparison**



| Paper Organizers |                  | Liscio Organizers         |          |
|------------------|------------------|---------------------------|----------|
| Paper            | \$ 0.50          | Tailored questions        | V        |
| Toner            | \$ 1.00          | Easy to use               | <b>▽</b> |
| Envelopes        | \$ 0.20          | Mobile App                | <b>✓</b> |
| Mailing          | \$ 3.00          | Mobile Web                | <b>▽</b> |
| Return postage   | \$ 3.00          | Mobile scanner            | <b>▽</b> |
| Direct cost      | \$ 7.70          | See progress in real time | <b>▽</b> |
| Labor            | \$2.00-\$4.00    | Collaborate with client   | <b>▽</b> |
|                  |                  | Highest response rate     | <b>▽</b> |
| Total:           | \$9.70 - \$11.70 |                           | \$ 4.00  |

# What's New With Sage?



- Sage Intacct adds construction support
- Sage HR integration with US/CAN versions of Sage 50
- Acquired Bridgetown
   Software, maker of the
   BidMatrix construction bid
   analysis tool (Jan 2024)

- Sage Intacct Transform Announcements
  - New Menu (waffle iron)
  - Advanced ownership consolidations
  - Fixed assets
  - AP
  - Microsoft Copilot integration
  - Fundraising from DonorPerfect
    - Grantmaking
    - Donor advised funds
  - Estimating and BidMatrix expands Sage Construction module
  - Enhanced import
  - 40% automation growth, 9M timesheets, 1B API calls, 183M daily transactions, 43M customization events
  - Al predictions

# What's New With Major Suppliers?



- Cloud.com pricing strategies for ShareFile/Citrix change value
- Microsoft adds AI with Copilot at \$20 or \$30/user
- NetSuite announced that it has 37,000 customers, up from 28,000 in 2021

## Summary



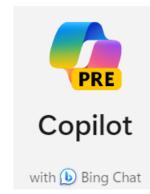
- Radical changes in public practice software is imminent
- Accountants that use AI will outperform those that don't
- Best of Breed vs. one suite requires integration and security
- Training for your team with a client-centric focus is mandatory



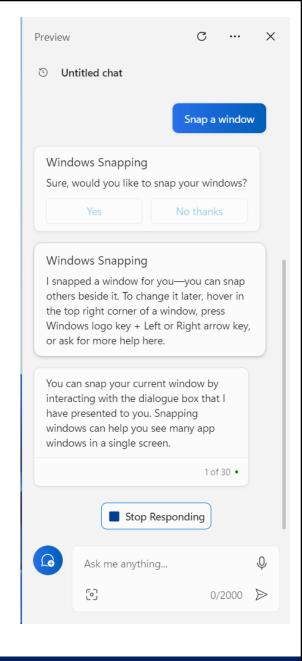
Changes in Security, Server Operating Systems, Windows, and Microsoft Office

### **MICROSOFT UPDATES**

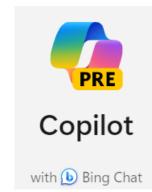
# Windows Copilot In Win 11



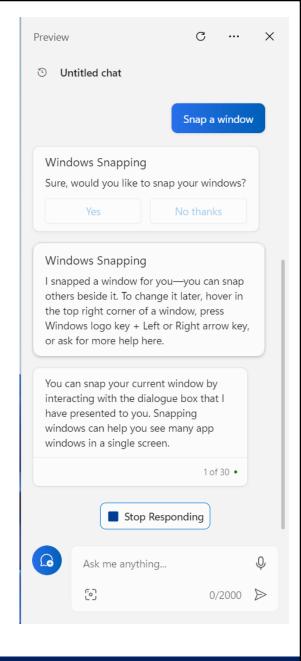
- Think of it as a Bing integration
- Can do many Windows operations in its chat interface
  - Adjust setting like volume, dark mode, or do not disturb
  - Organize windows with snap assist
  - Perform web searches
  - Find documents or files on your PC
  - Launch apps and start new documents
  - Troubleshoot technical issues like audio problems, driver issues, or running diagnostics
  - Set reminders



# Windows Copilot In Win 11



- Can be used with voice commands
  - No wake word (e.g. "Alexa", "Siri", "Cortana") for prefacing voice commands – so you must manually trigger the audio input
- Text inputs are limited to 2,000 characters
- Cannot control apps which are not integrated with Copilot
- Limited to 30 questions per session
- Integrated with Edge and in a separate app from the Microsoft Store

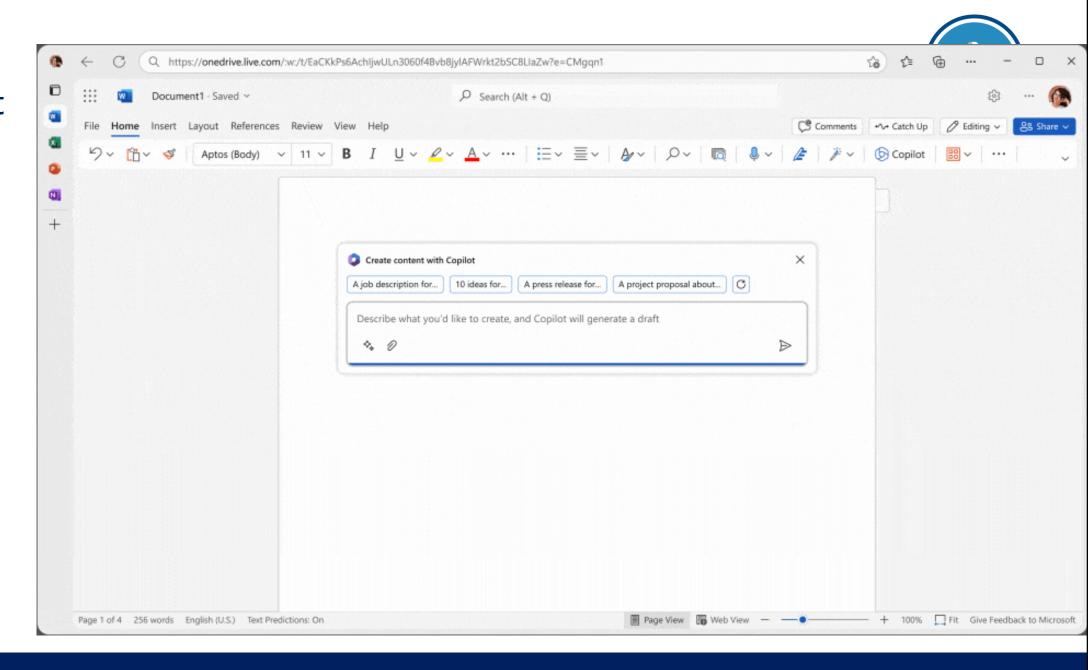


# Microsoft 365 Copilot: What We Know

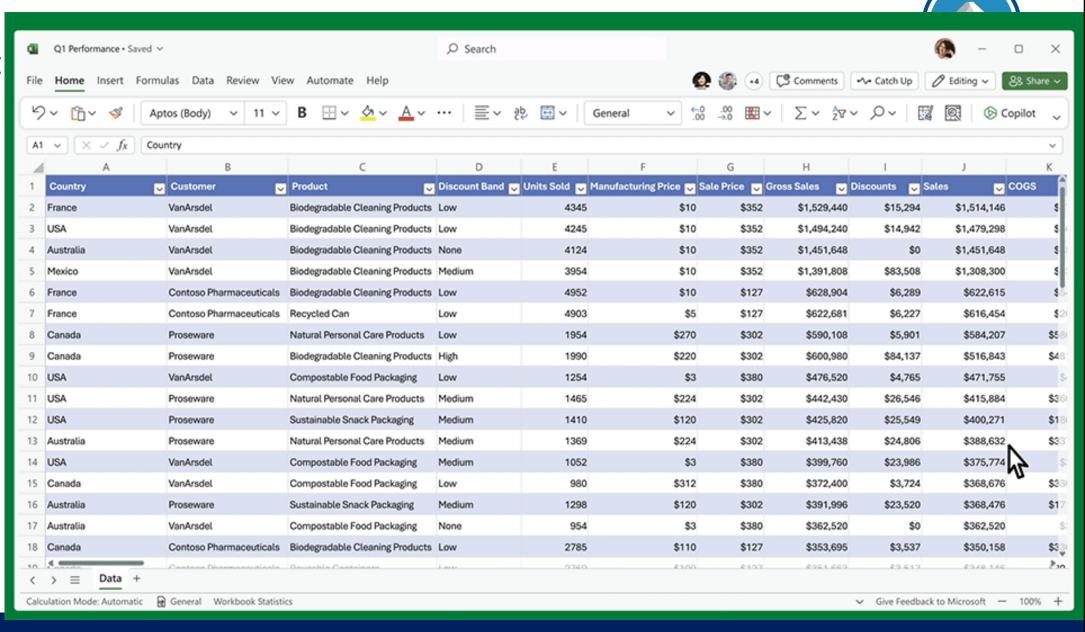
Copilot

- Adds generative AI to Microsoft Office
- Available to Enterprise Customers with 300+ users starting in early November 2023, must be on Current Channel release of Office 365
- Privacy will be the issue with which we must contend, as this tool learns from your data and has been seen to have some leaks
- Is a \$30/user/mo add-on for Microsoft 365 E3/E5 (note that this is the \$36 MS 365 E3, not the \$22 Office 365 E3 SKU used by many)
- There is a less capable product called "Bing Chat Enterprise" which is include with Microsoft 365 E3, E5, Business Premium and will be a \$5/mo add-on for other plans

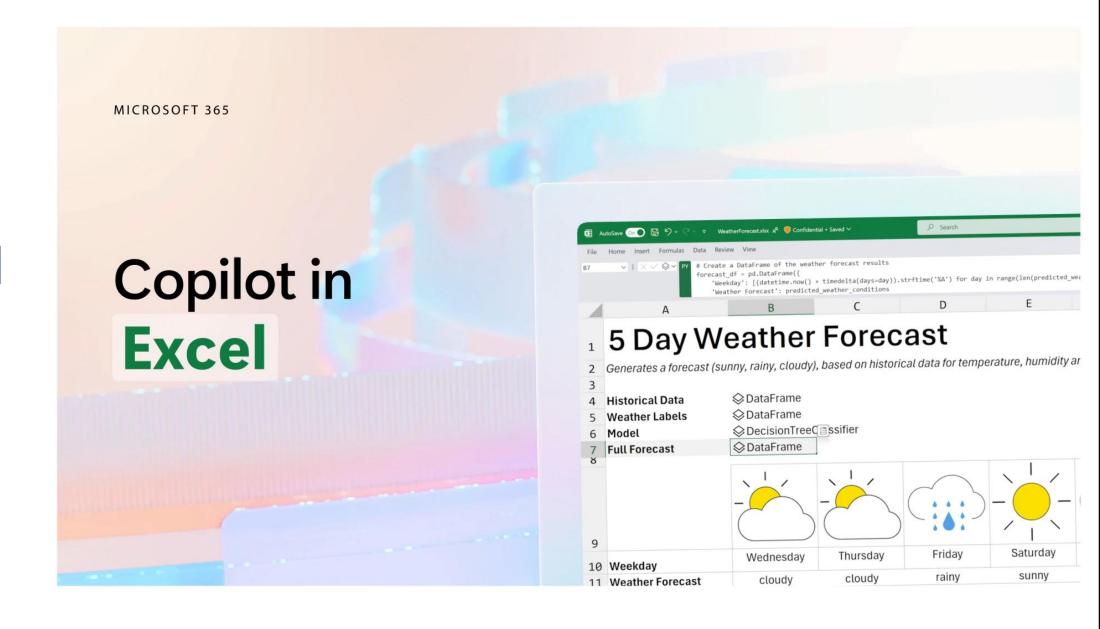
### Microsoft 365 Copilot For Word



#### Microsoft 365 Copilot For Excel



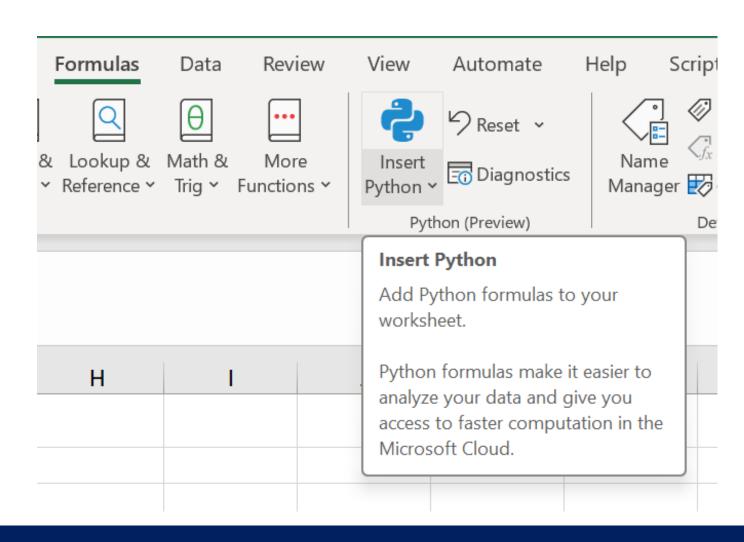
### Copilot And Python In Excel

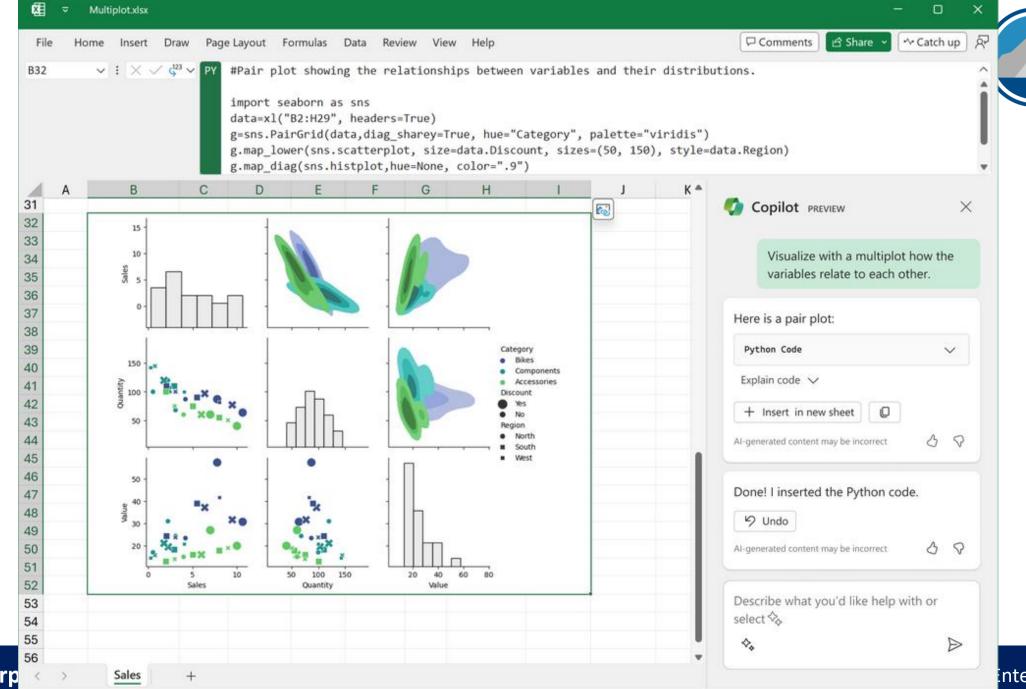


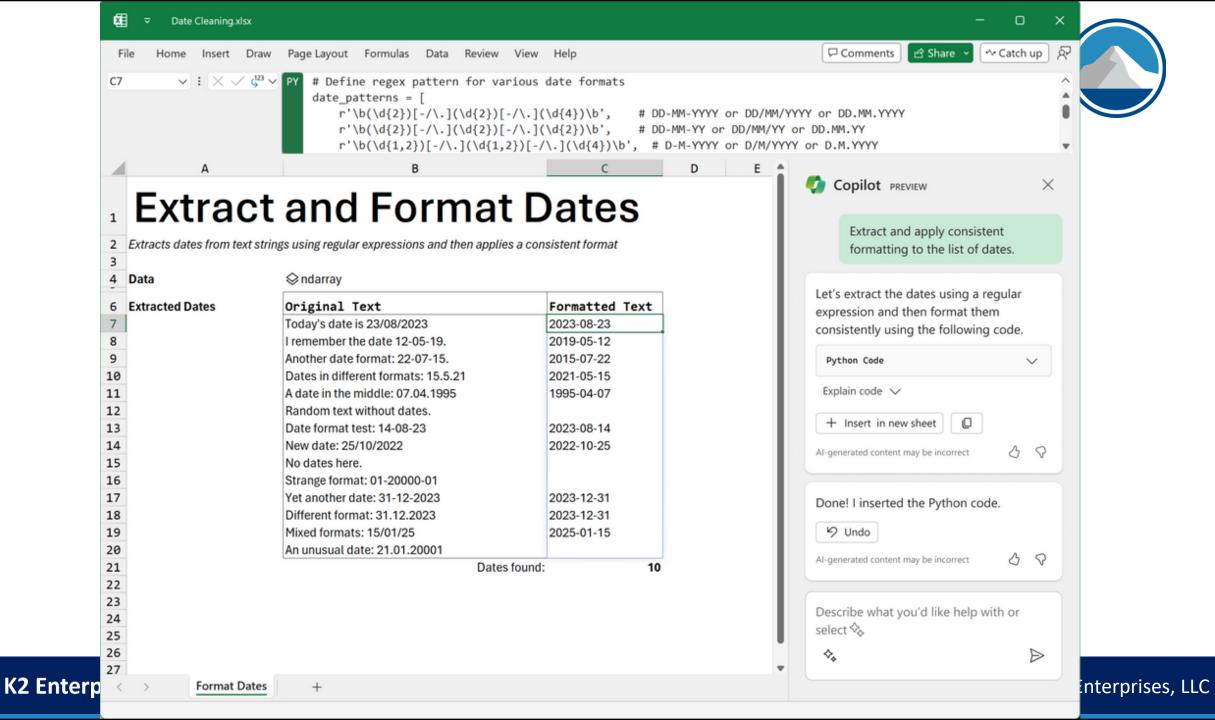
### Python In Excel

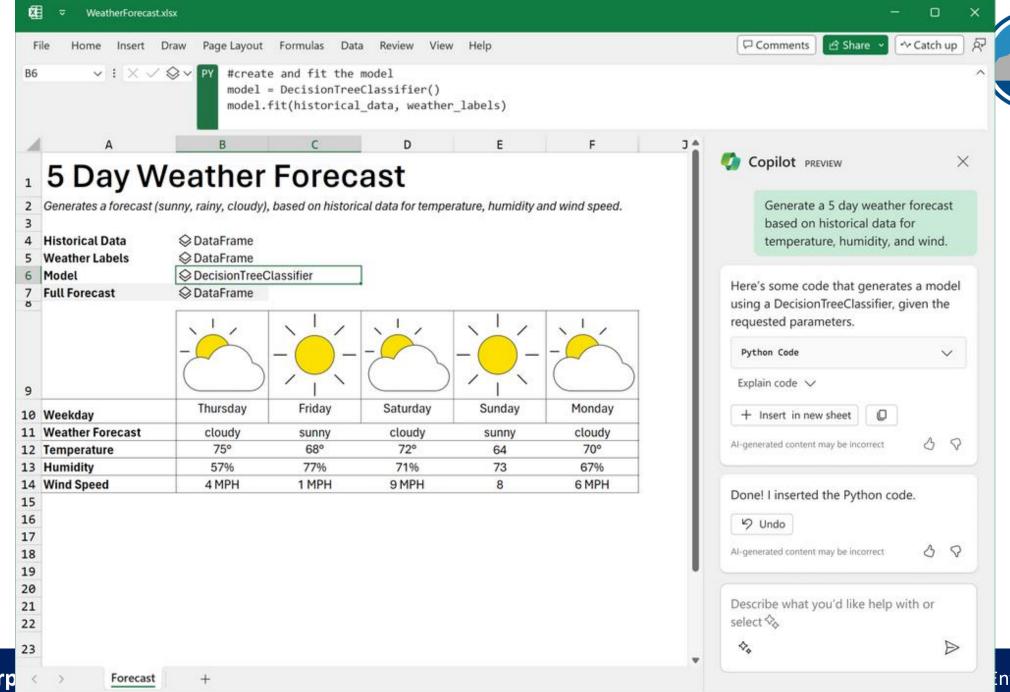


- Once enabled, can enter =PY in a cell to insert Python Code
- MS 365 Copilot will write code for you
- Designed for data analysts, not programmers
- Still in Beta as of 10/26/2023







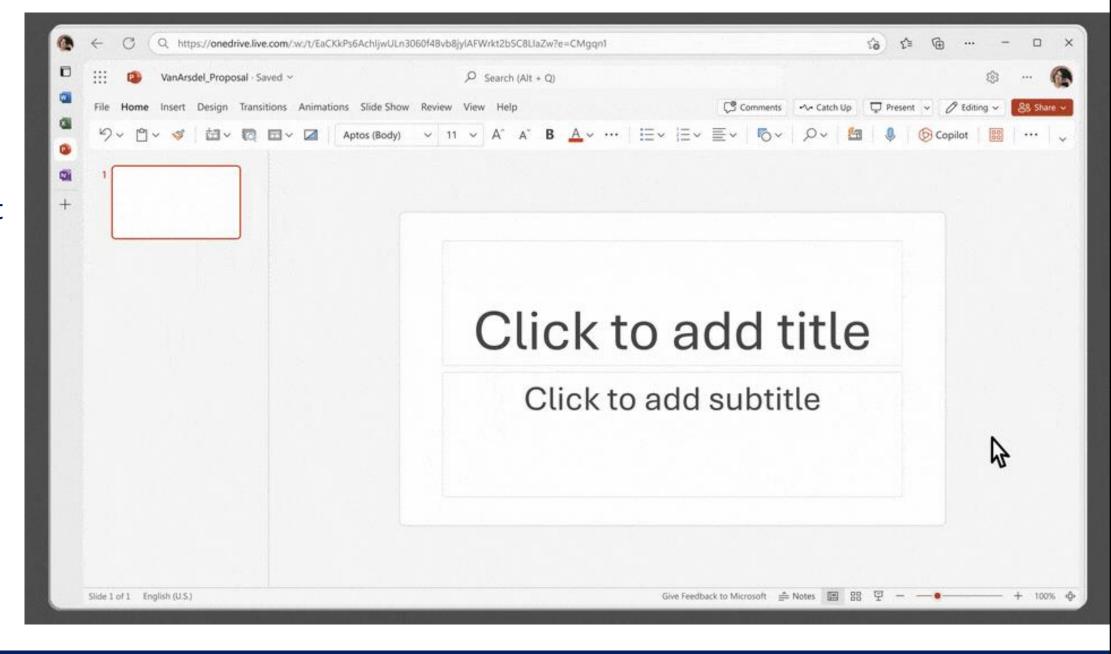


### Copilot And Python In Excel

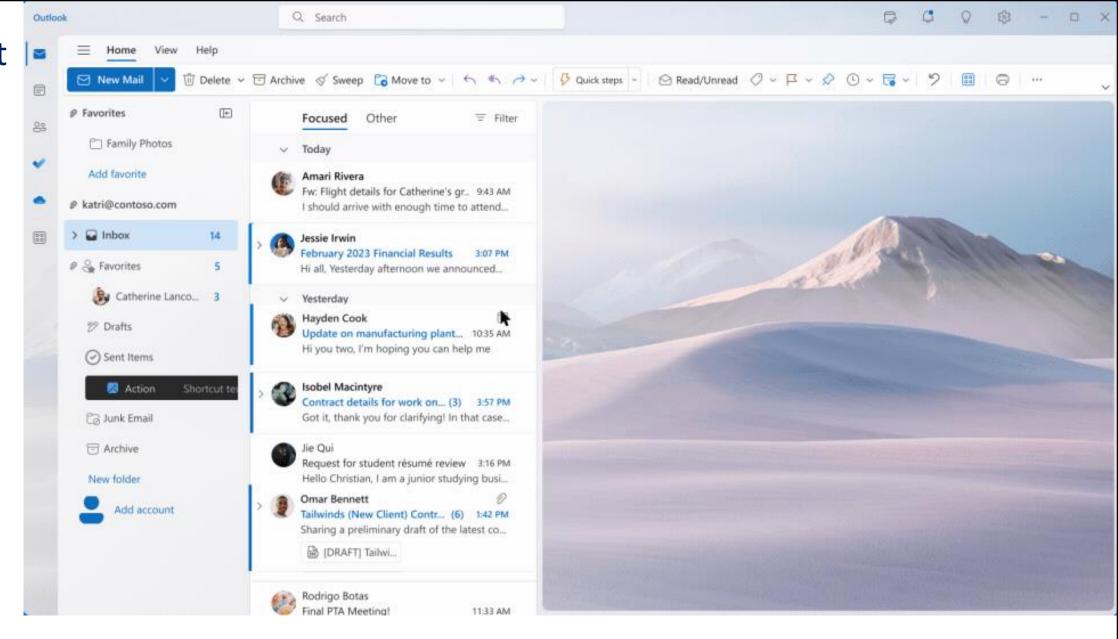


- **KPMG** "KPMG and Microsoft are making significant investments to deliver advanced cloud-based tax technologies. At KPMG, we're excited about the impact Python in Excel will have for our Tax clients. Backed by the data and security promises enabled by the Microsoft cloud, Python has the potential to enhance the Excel experience for advanced analytics while providing companies with transparency, simplicity and deeper insights into their financials."— *Tejas Varia, Principal, Tax Data & Analytics*
- AICPA did some work on Audit Data Standards in Python four years ago
  - GitHub Site: <a href="https://github.com/AICPA-AuditDataAnalytics2018/ADS---Python-Example-">https://github.com/AICPA-AuditDataAnalytics2018/ADS---Python-Example-</a>
- To use Copilot with Python in Excel, you must do the following:
  - Get on Current Channel for MS 365 (required for Copilot) for Microsoft 365
  - Python for Excel currently requires that you be in the Office 365 Insider Beta Program
  - Add Microsoft Copilot

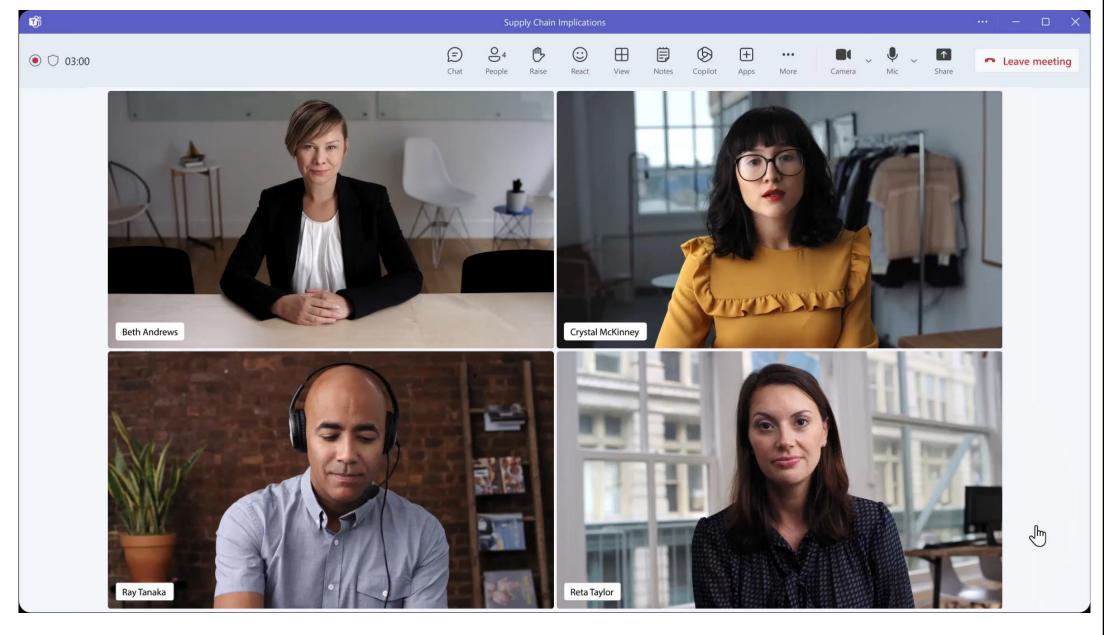
Microsoft 365 Copilot For PowerPoint



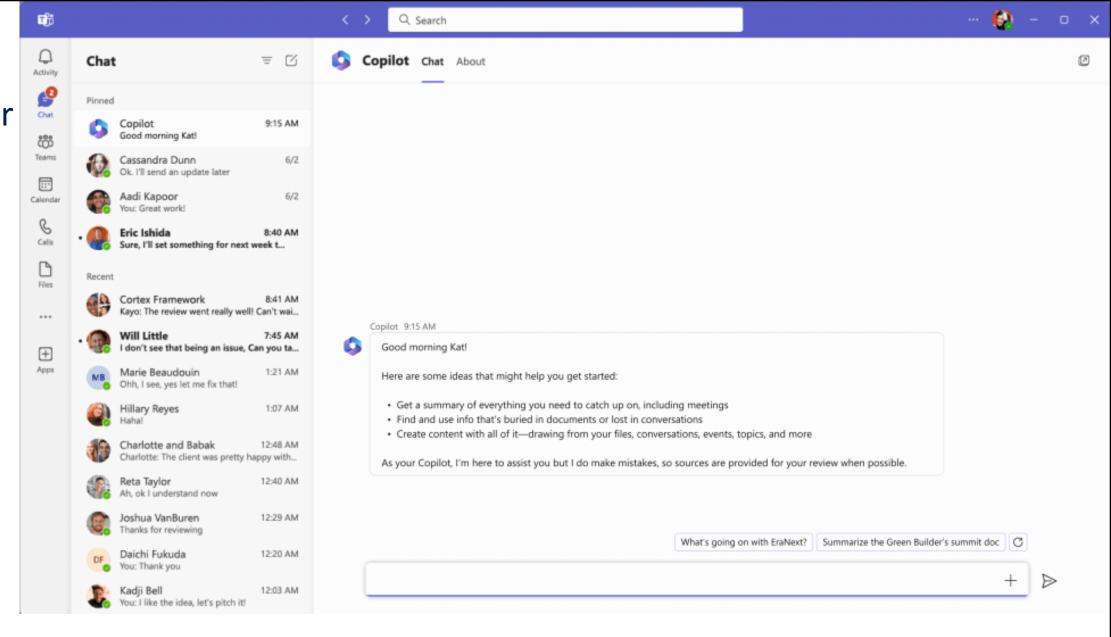
Microsoft 365 Copilot For Outlook



#### Microsoft 365 Copilot For Teams



Microsoft 365 Copilot For Teams – "Business Chat"



### Other Microsoft Copilots



- GitHub Copilot is a \$19.99/mo/user add-on to GitHub subs
- Copilot in OneNote summarizes OneNote content
- Copilot in Stream (private video sharing) will summarize videos stored in this Microsoft 365 environment (more info here)
- Copilot in Loop supports team collaboration and brings people up to speed on things they missed (assignments, decisions, etc.)
- Microsoft Copilot for Sales automatically captures, accesses, and registers data into any CRM system with content from Microsoft 365 (more info here)
- Copilot Documentation for Admins from Ignite is <a href="here">here</a>





Learn about Microsoft 365 Copilot and how your organization can use this copilot for work.

#### Get started with Microsoft 365 Copilot

#### Microsoft 365 Copilot overview

Learn how Microsoft 365 Copilot works.

#### Copilot requirements

Learn about Microsoft 365 Apps, network, and license requirements for Microsoft 365 Copilot.

#### Setup

Get started with Microsoft 365 Copilot in the Microsoft 365 Admin Center.

#### **Enable users**

Learn about the steps to deploy Microsoft 365 Copilot.

#### Data, Privacy, and Security for Microsoft 365 Copilot

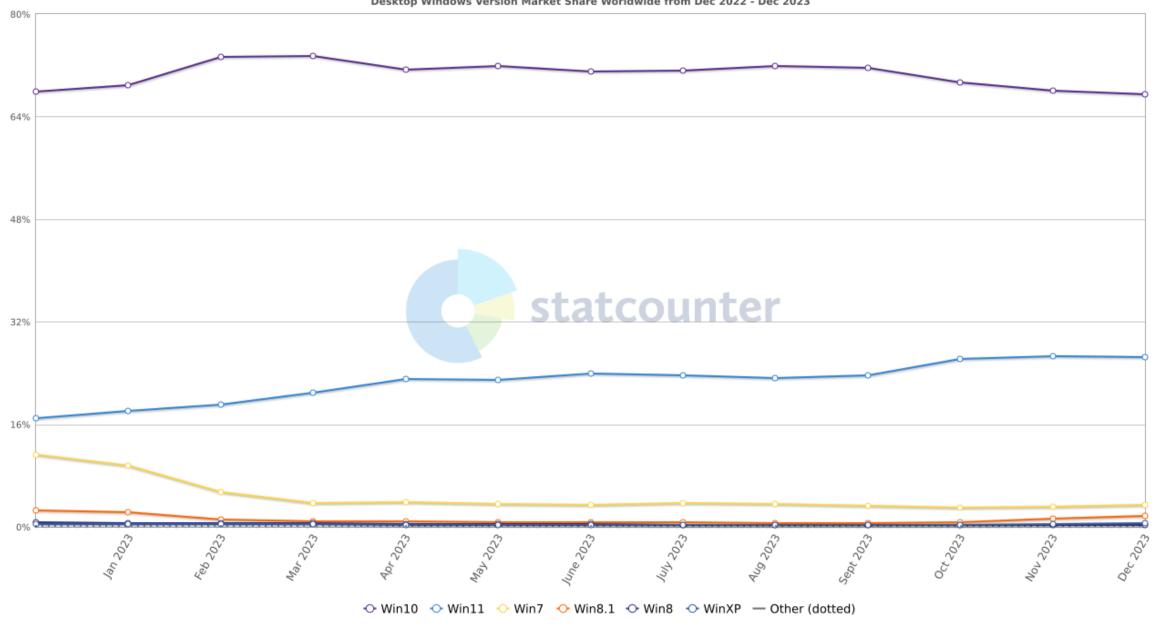
Learn how Microsoft 365 Copilot uses data and how it stores and protects that data.

#### End user help and learning for

End users can explore how Copilot with the apps in Microsoft 365 can help boost their productivity.

StatCounter Global Stats

Desktop Windows Version Market Share Worldwide from Dec 2022 - Dec 2023





## Browser And Mobile Market Share 10/2023



| GlobalSt  | ounter         |                            |                            | Press Relea: | ses FAQ About Feedba |
|-----------|----------------|----------------------------|----------------------------|--------------|----------------------|
| Chrome    | Safari         | Edge                       | Opera                      | Firefox      | Samsung Internet     |
| 51.94%    | <u>29</u> .29% | <u>8.67%</u>               | 4.4%                       | <u>3.56%</u> | 0.97%                |
|           | Brow           | ser Market Share in United | l States Of America - Octo | ober 2023    |                      |
| Chrome    | Safari         | Edge                       | Opera                      | Firefox      | Samsung Internet     |
| 63.14%    | 19.91%         | 5.45%                      | 3.31%                      | 3.06%        | 2.33%                |
| 1 22.00 h | Signary.       | Browser Market Share       |                            | 3            | - By                 |
| Apple     | Samsung        | Unknown                    | Motorola                   | Google       | LG                   |
| 56.64%    | 26.64%         | 4.51%                      | 4.2%                       | 2.71%        | 1.02%                |
|           | Mobile V       | endor Market Share in Uni  | ted States Of America - O  | ortober 2023 | - 3- 50              |
|           |                |                            |                            | 3 -          |                      |
| Apple     | Samsung        | Xiaomi                     | Unknown                    | Орро         | Vivo                 |
| 29.67%    | 24.67%         | 10.98%                     | 7.15%                      | 5.51%        | 4.92%                |
|           | Sign           | Mobile Vendor Market Sha   | 3                          |              | 2 5                  |



### Other Microsoft Topics



- Office 2016/2019 users may experience issues when using MS 365 back-end services in 2023, <u>but will not be blocked from</u> <u>using those services</u>
- New discover button in Edge with the chat, compose and insight tabs. ChatGPT4 also incorporated in Bing so watch the privacy
- On September 30, 2024, the ability to manage authentication methods in the legacy multifactor authentication (MFA) and self-service password reset (SSPR) policies will be retired.
   Migrate Authentication to Entra ID (f/k/a Azure Active Directory)



### BENEFICIAL OWNERSHIP INFORMATION



### Beneficial Ownership Reporting



- Beneficial ownership information (BOI) refers to identifying information about the individuals who directly or indirectly own or control a company.
- Congress made changes under the 2022 Corporate Transparency Act which bring additional anti-money laundering reporting for most businesses
- These regulations already exist for most other developed countries, so multinationals have likely had similar regulations in their foreign operations
- FinCEN is currently not accepting any beneficial ownership information reports and will begin accepting reports 1/1/2024
  - New entities formed on or after 1/1/2024 have 30 days to report their ownership on FinCEN's website (FinCEN has proposed changing initial filing ONLY to 90 days, rulemaking isn't complete)
  - Once you've filed with
  - Entities formed before 1/1/2024 will be required to file their BOI on or before 1/1/2025
- Penalties are draconian, and can be as much as \$500 per beneficial owner per day that a report is late, other provisions have fines of up to \$10,000 or two years imprisonment

### Beneficial Ownership Reporting



- A Beneficial Owner is any individual who
  - Exercises substantial control over a reporting company
  - Owns or controls 25% or more of a reporting company
  - Exemptions (31 USC 5336(a)(3))
    - Minor children (but parents must file)
    - Custodians/trustees/agents
    - Individuals acting solely as an employee of another entity who only receives salaries and wages
    - Individuals whose interest is through a right of inheritance
    - A creditor of the company

### Beneficial Ownership Reporting



- The statute exempts the following from these BOI requirements:
  - Public companies
  - Banks, credit unions, and savings and loans
  - Insurance companies
  - Charities and churches
  - Certain trusts
- FinCEN fees are expected to be roughly \$85 for initial reports





The global accounting profession has to evolve

Accounting is changing from being retrospective to **forward looking** and **proactive**, enabled by **AI** 





## The global accounting industry is evolving

## Modern accounting firms are all looking for ways to deliver compliance efficiently and differentiate through advisory



- Accountants and bookkeepers around the world are shifting focus to
   Client Advisory Services
- Compliance as a function is being automated, and is growingly a grudge purchase by clients

- Accountants are looking for ways to scale advisory across their client base of hundreds or thousands of SMB clients
- Client expectations for accountants are changing and they expect proactiveness and a deeper understanding of their business, not just a rear-view mirror approach

## The problem: scaling advisory is hard



- Garbage data in, garbage data out
- Time, cost and effort to produce existing client reporting
- Time and effort to provide value / service wrap
- A human approach (1:1 vs 1:many)
- Inexperience of junior advisors

Traditional accounting tech solutions have not been designed with scale in mind.

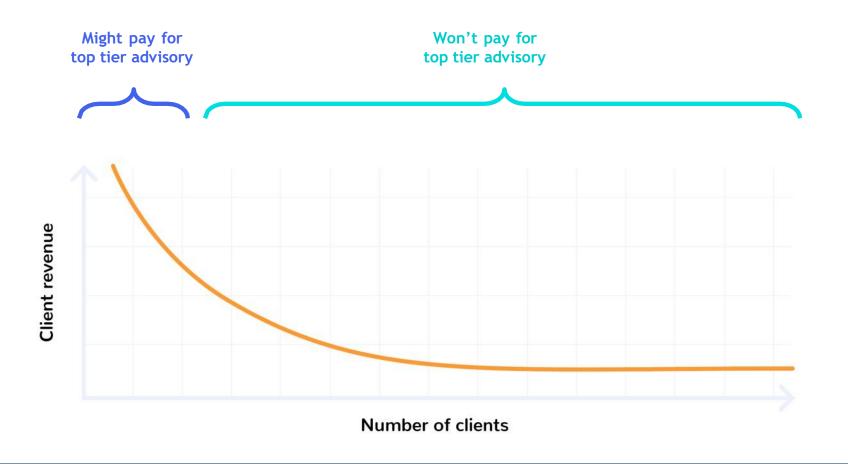
Aider changes that.

## The opportunity: nail the close, scale advisory

## Typical Client Revenue Profile For An Accounting Firm

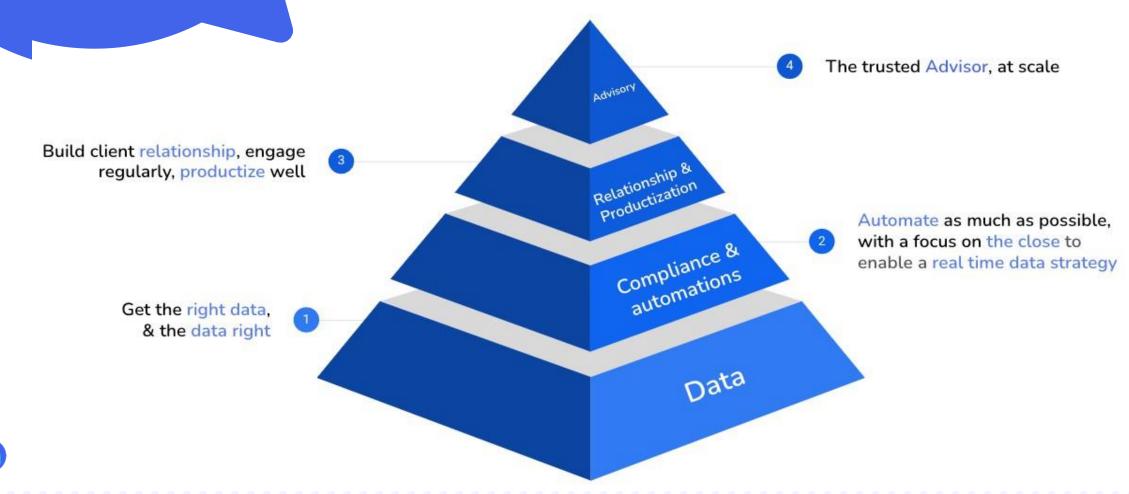


- Traditional advisory is expensive and only sold to top tier clients
- Accountants typically offer clients an all or nothing solution: low revenue compliance only, or expensive advisory
- But a lower cost (to the client) advisory solution is more scalable, and is worth more to the firm



### **Advisory** Hierarchy of **Needs**



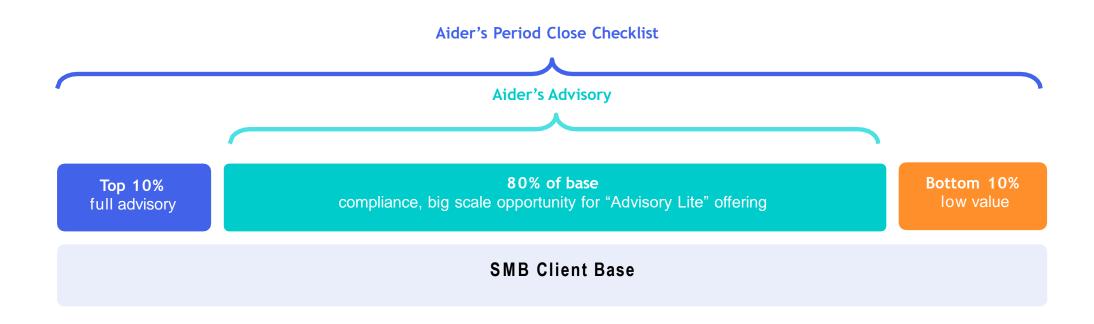




## The opportunity: nail the close, scale advisory



- Aider is designed for all business clients
- Period Close Checklist works for all clients
- Scalable "Advisory Lite" for 80% of clients
- Accurate data for top tier full advisory clients



#### Aider's Advisory Intelligence™ Platform

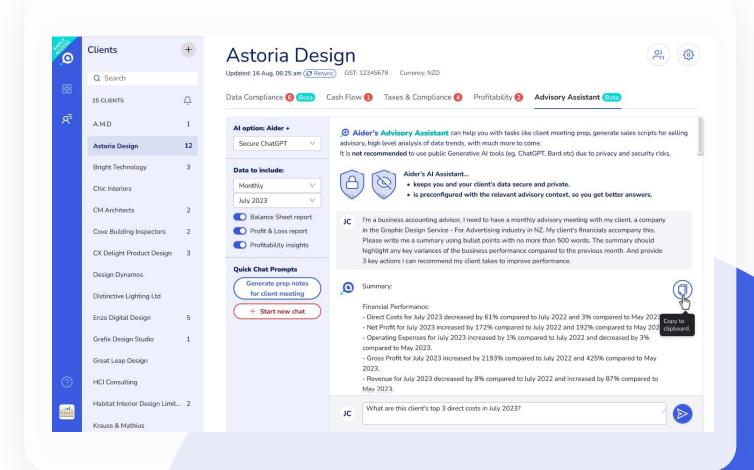
- Uses management by exception principles to drive scale
- Built in **Generative AI** to generate insights and client content
- Includes automations to scale advisory
- **Saves time**, creating capacity in the firm
- Allows firms to aggregate all clients on a single platform

Aider is a future proofed platform designed to allow add-ons and multiple future revenue streams



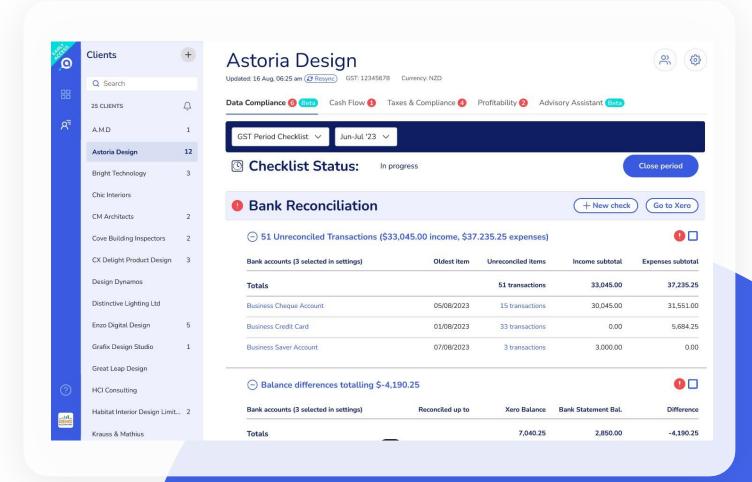


- Generative AI assistant
- Securely submit client financials
- Aider designed prompts, improving time to value
- Democratizes advisory to more junior employees
- More to come...





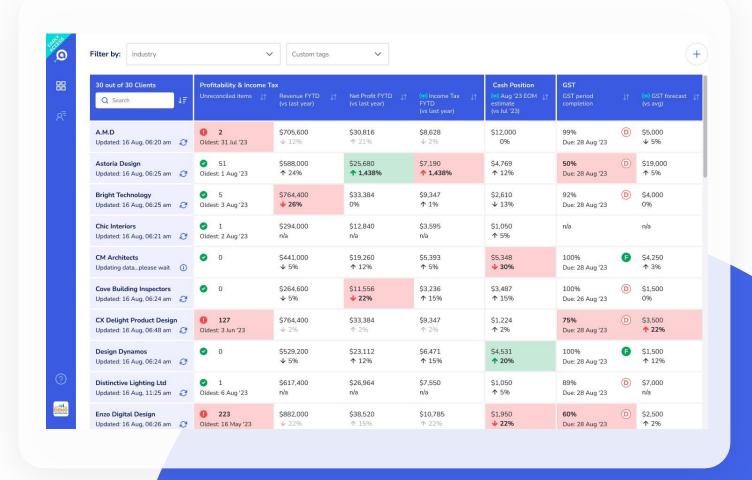
- Enables a real time data strategy
- Detect and correct client data issues
- Single checklist for the firm, auto populated with key data
- Strategically important for accounting app partners like QuickBooks & Xero etc.





## Management dashboard

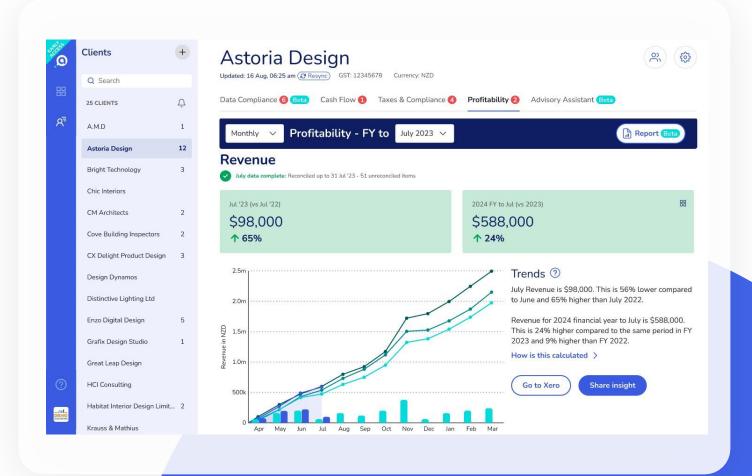
- Unique, aggregated view of clients
- Identify revenue opportunities
- Identify client risks
- Aider's Early Warning System
  - be proactive





## Reporting and client engagement

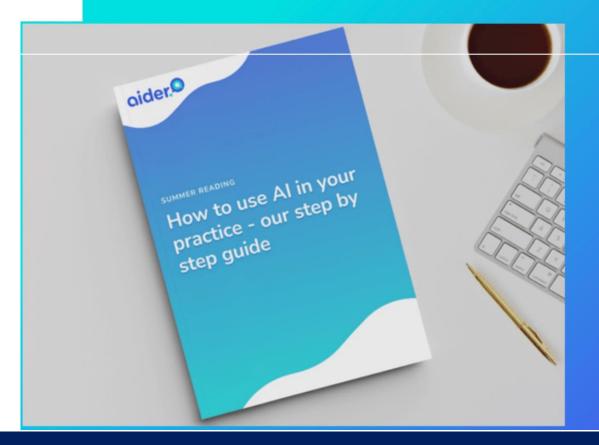
- Client reporting automated with zero effort
- Built in Gen-Al to write executive summary
- Scalable solution to generate new revenue for firms
- SMB-friendly. Something clients actually want



### aider 🔎



## Interested to learn more about using ChatGPT and other AI in your practice?



Scan the QR Code to Download the eBook



Scan this QR Code to Book a demo





# Adiwyn

### **Aiwyn Overview**



## Aiwyn software improves client experience, automates internal finance processes, speeds up cash flow, and provides immediate ROI

- Aiwyn's key product is our Payments & Collections solution
- Aiwyn's proprietary software ("secret sauce") is our translation engine productized and sold as Relay
- We have a 5 person co-founding team, including our CEO, Justin Adams
- In 2022, we closed a \$12M Seed Round with Revolution Ventures and in 2023 we closed a \$13M Series A round led by Bessemer





### 100 Customers, 20+ in Top 100



# Aiwyn's Current Practice Management ("PM") System Integrations list:



- TR PracticeCS (On-Prem)
- CCH ProSystem (On-Prem)
- CCH Axcess (Cloud)
- IRIS
  - OPE (On-Prem, Cloud)
  - OStar (On-Prem, Cloud)
- Practice Pro 365 (Cloud)
- Deltek Maconomy (On-Prem, Cloud)
- Quick Books Online (Cloud)
- Sage Intacct (Cloud)



## Aiwyn Personas & ICP



Aiwyn's primary points of contact are:

Managing Partner and/or CEO

Firm Admin and/or Chief Administrative Officer

Controller, CFO or other finance leader

Our customers range in size from \$4M to \$1B

Payments & Collections - Pricing based on firm revenue resulting in estimated annual license fees (exclusive of merchant fees) of:

- \$10M firm  $\rightarrow$  \$25K-\$30K
- \$50M firm  $\rightarrow$  \$75K-\$95K



## Aiwyn Delivers Immediate ROI and Builds for the Future



**In-Market** 

Scaling/Early Adoption

In Development

<u>Initial Aiwyn Solutions</u>
Payments & Collections

Eng Letters, Billing, Relay

<u>Future PracticeOS Components</u>

Time Entry +



# In Market: Payments & Collections Delivers 4X ROI



**40%** 

increase in late fees collected per month 30-

decrease in outstanding receivables

**3X** 

increase in online client payments

20%

decrease in paper check volume

#### **Additional Value Prop Includes:**

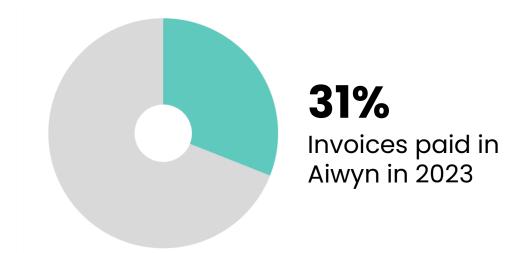
- Modernized Client Experience
- Increased Employee Engagement

- Back Office Time Savings
- Reduced Security Risk

# In Market: Aiwyn Payments & Collections Case Study

### **CASE STUDY**

QBR results for a **\$13M** Aiwyn customer.



Decrease in Days to Pay in 18 mo.

49 day avg.

28 day avg.

43%+

**Decrease in Check Volume Last Year** 

61% (2022)

46% (H2 2023)

25%↓



## You Should Mention Aiwyn When a Firm...



- says a big problem for them is back office manual work
- is having issues with cash flow
- has expressed a build up of late AR
- wants to modernize client experience
- is looking to save partner and staff time
- has expressed interest in a payments portal

## **Key Stats to Share:**

- 30-51% reduction in outstanding receivables across Aiwyn firms
- 41% increase in overall collections
- 3X increase in amount of digital payments collected





# RELAY



Relay is Aiwyn's cutting-edge data ecosystem, seamlessly connecting, synchronizing, and automating actions across your entire tech stack. It's more than a solution; it's a revolution for your firm and client experience, allowing you to harness your most prized asset, client data, and concentrate on what truly matters — your team, your work, and your clients.





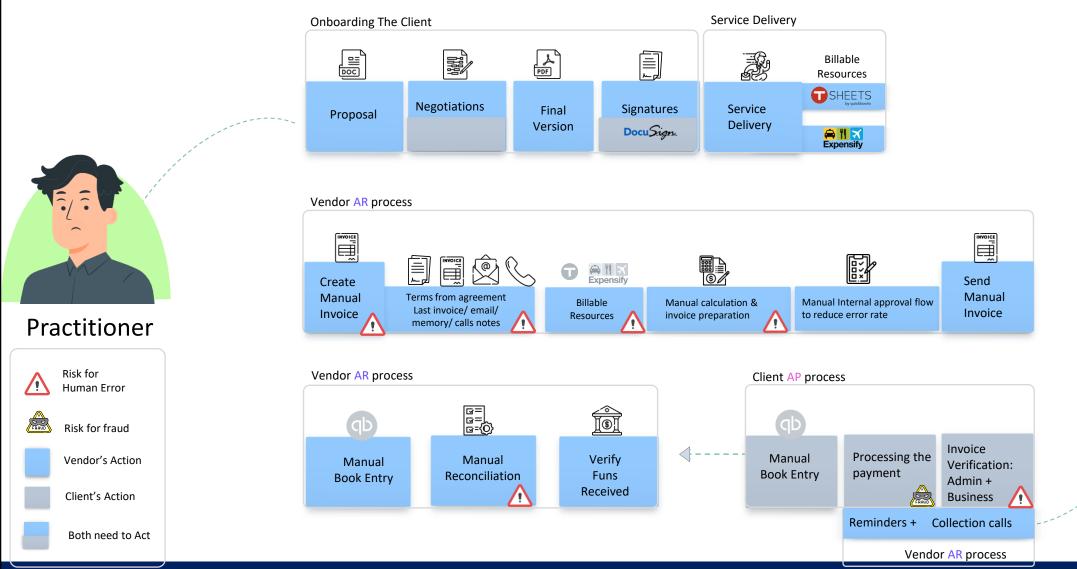






#### Billing and collections is a (manual) mess







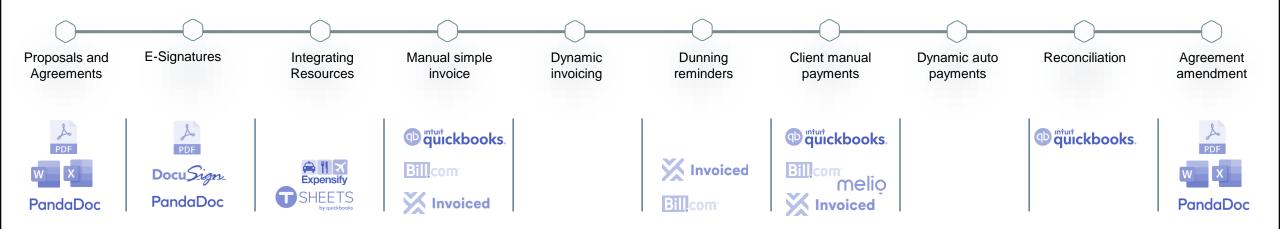
Client



# However, existing 'automated' solutions are siloed across the value chain









#### Causing the intrinsic cost (%) of every invoice to grow





\$500 invoice

~\$32 manual labor (not billable)

Revenue leakage – \$23 (4.6%)

CC processing fee - \$14.5 (2.9%)
Or Cash, wire, check, QB - \$15

Merchant fee - \$2

Tools<sup>1</sup> - \$5

Other<sup>2</sup> - \$25



Profit - \$398

Revenue loss – 20.4%

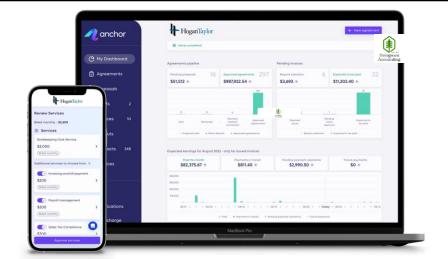


Calculation is based on a volume of 100 invoices per month <sup>1</sup> Software tools e.g., signature, GL

<sup>2</sup> Late payments, penalties, fraud ~\$25 per invoice





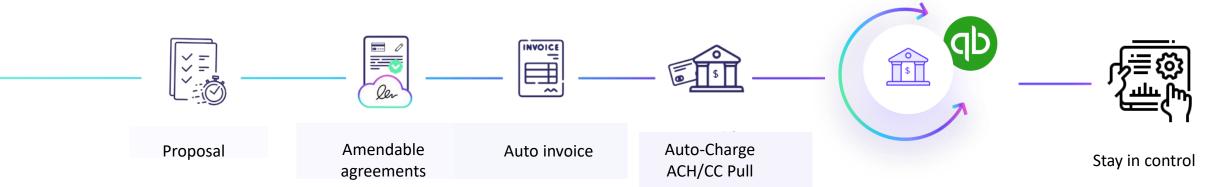




### From proposal to paid, all in one. Streamlined, Connected, Automated.

Anchor automates the entire process of getting paid by clients, end-to-end.

Send your Anchor proposals, and the platform will auto-invoice, auto-charge, and auto-sync with your accounting software while having full flexibility to amend signed agreement with the click of button.



No subscriptions, No credit card fees



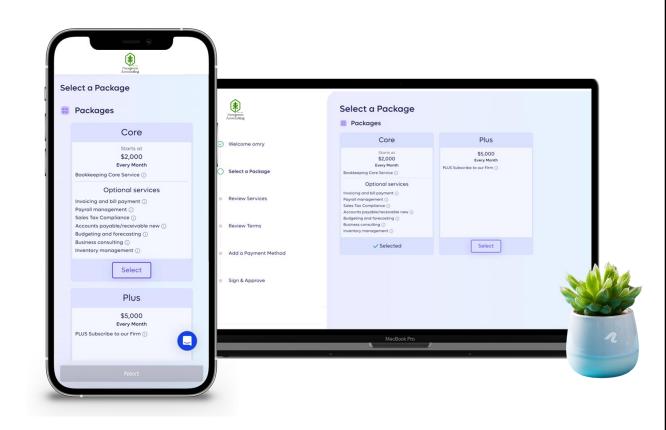


#### **Proposal**

#### **Easily build and send Proposals**

Simple, flexible and comprehensive proposal tool - choose services from your service library, add your terms, and send it to your client to digitally esign from every device.

- Pre populated service and proposal templates
- Multiple packages pricing
- Add optional services for your clients to choose from
- Automaded notifications & reminders to sign
- Tracking tool to see signing progress.
- Credit card fees paid by the client as default (or by you)





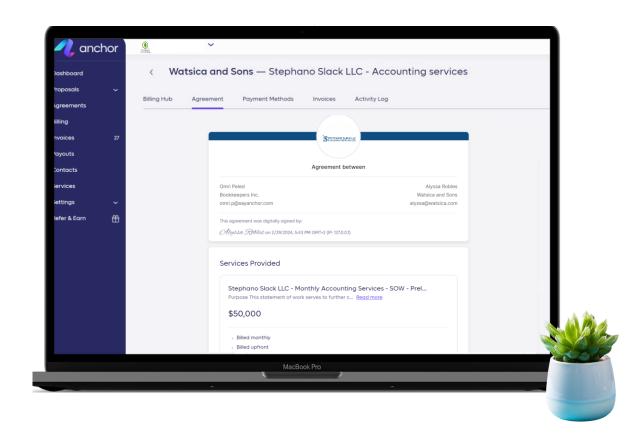


#### **Agreements**

# Managing dynamic agreements Like your clients' needs.

Streamline your billing with amandable agreements to adopt to changing services, service scope, pricing and terms, with full flexibility control & visibility.

- Amend existing agreements in one click with auto-approve option
- A centralized place to Add charges or apply a credit
- Controlling and changing client payment methods
- An activity log to track and record account movement
- A dedicated client portal







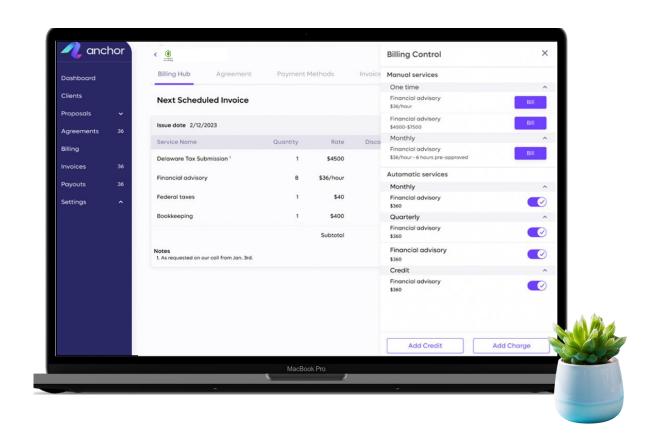
#### **Invoicing**

#### Harness the power of automated

#### **Invoicing**

Whether it's recurring or one-time, automated or manual, fixed, by the hour or range-based, enjoy automated invoicing and have complete flexibility to modify, add or remove items from your invoices as needed.

- Automatically populates and sends invoices according to your terms, eliminating unnecessary manual work, saving time & money.
- Billing hub to manage all upcoming invoices, add out-of-scope charges and bill manual services when needed.





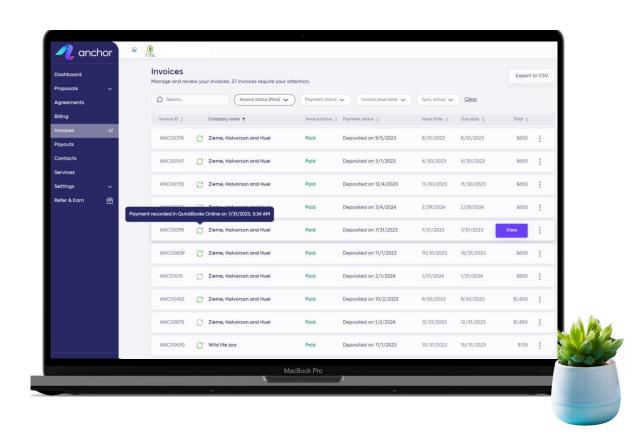


#### **Payments**

# Client payments that are always paid on time, automatically!

Payment from clients are collected automatically and moved to your account automatically based on the agreement terms for zero DSO.

- Auto-charged via a pre-approved credit card or ACH
- Credit card fees paid by the client as default (or by you)
- Full visibility into payment status to track progress and manage failed or late payments.
- Payment process recorded is real time to QBO to Eliminate manual work & mistakes.







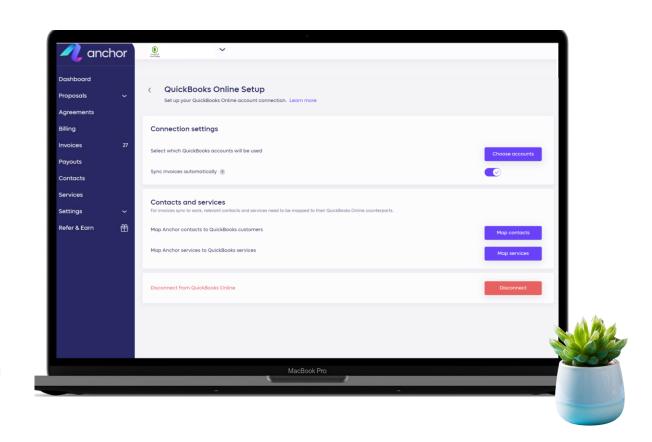
#### **QuickBooks Online Integration**

#### Stay fully synced with a native

#### **QuickBooks Integration**

Keep your QBO up-to-date with automatic real time sync of invoices, payments and deposits.

- Contacts and services are mapped to quickbooks to maintain accuracy
- Invoices are created and mapped automatically to Quickbooks
- Payments and deposits are automatically recorded on Quickbooks and reconciled with the respective invoice
- Anchor's tracks invoices sync status in real time to make sure all is recorded in quickbooks accurately





#### With everything you deserve



One unified platform. No silos from proposal to paid. Always.



- Packages and add-onesBranded & beautiful
- High conversionMobile first
- Simple to accept
- Fast onboardingSingle source of truth



Auto invoicing

- Recurring
- Fixed Quantity
- Hourly
- Rangé
- Milestones
- Advances



Auto charge

- Fixed
- Hourly
- subscription
- Packages
- Add-ons
- Upon deliveryPayment schedule
- Range pricing



Payment processing

- No merchant account
- Free ACH
- CC
- Secure
- Consistent



Auto QBO Sync

- Native API
- Automated
- Secured
- Reliable
- Transparent



Immediate ROI+

- Save cc fees
- Free you AR tasksNo revenue leakage
- AR on autopilot5 Apps in One



#### With simple, Pay-As-You-Go, Pricing



## \$5 per payment

| Example: \$3000 invoice                                                                                            | anchor anchor                           | Competition                                     |
|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| Advanced proposal tool, automated billing, collections and reconciliation, client portal and amendable agreements. | All included, no subscription<br>\$0    | Multiple paid tools, and manual work to connect |
| Transaction cost                                                                                                   | \$5                                     | \$30 (1%)                                       |
| Credit card fees                                                                                                   | \$0<br>(- 2.9%+30¢, paid by the client) | \$130<br>( ~3%, paid by the client )            |
| Total cost per invoice                                                                                             | \$5                                     | \$30-\$130                                      |
| Estimated (unbillable) time saved, per employee                                                                    | 10%-20%                                 | 0                                               |







POWER THE DIGITAL FIRM®
Integrate, Automate & Transform Accounting

Subscription-Based AI Platform to Modernize Accounting (Firms)

# One Platform Power the Digital Firm®

One Mindset

Think Digital First®

# The <u>Digilence Cloud Powers the Digital Firm</u> ®

with a comprehensive suite of cloud based, AI-infused digital solutions.

#### Tailored for Accounting. All on 1 Subscription Platform.

Tailored specifically for the accounting industry, the Digilence Cloud delivers a suite of off-the-shelf *subscription products* to digitize inefficient processes, modernize firm delivery, and transform the client experience across tax, audit, and the client engagement lifecycle for top 400 accounting firms, all on a single subscription-based platform.

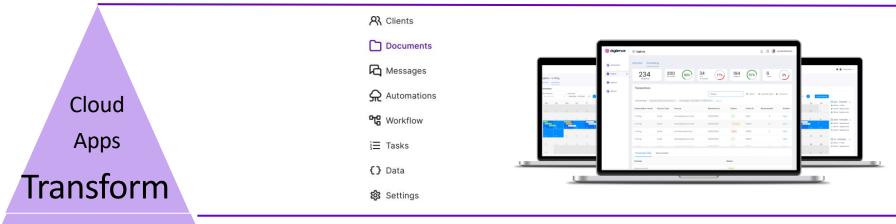


- ✓ **Integrates** and consolidates the ecosystem of tools and data across the firm
- ✓ **Automates** and digitizes all inefficient or manual processes across the firm's practice areas
- ✓ **Transforms** and streamlines the user experience for the firm and for clients (a single web/mobile suite of "apps")

## **Digilence Cloud - One Platform**

To Integrate, Automate, & Transform Accounting



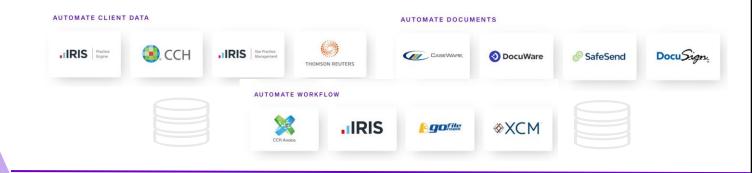


App Fabric

**Automate** 



Data Fabric Foundation
Integrate



# Integration

# Connect anything to everything

#### OUR ACCOUNTING AUTOMATION





# WE CONNECT THE SYSTEMS, SO YOU CAN CONNECT THE DOTS



## Its like "Zapier for Accounting"



#### SaaS Integration

- Digilence delivers the only subscription-based integration platform dedicated to the Accounting Firm ecosystem.
- Pre-built turnkey integrations for all your key systems
- Connect and integrate all your engagement and client data systems together into a single data fabric
- Leverage pre-built API integrations with all the leading systems
- Comprehensive cloud integration to support data fields not available in vendor APIs
- No coding necessary Digilence delivers everything you to need to have plug-n-play integrations with your cloud systems

CRM, PM, Engagement, Workflow, Documents

#### **IntegrationOps**

- Leverage full integration and automation interoperability between your cloud solutions and legacy solutions
- Achieve UI automation in a fully autonomous manner to scale integration with legacy systems. Include "hard to get" data points, even if they're not supported in APIs
- Manage data agents and data handlers across your ecosystem of data sources
- Treat documents as data sources, essentially integrating all client engagement content regardless of where it lives

No-code integration for Accounting Firms

#### SaaS Automation

- Create a single version of truth across client data and client workflow
- Enable value-add automations around WK/CCH, Thomson Reuters, and IRIS systems
- Leverages accounting-specific Al and ML data models to validate, consolidate, and unify your client data
- Identify and improved data gaps and inconsistencies that stand in the way of becoming a Digital Firm
- Bring your internal client data to life with a digital platform so you can leverage AI to its fullest

The best of AI for your internal data

#### **AutomationOps**

- A system that "knows" what each step is doing what across all the fragmented systems in your workflow
- A system that "knows" where the data or automation gaps are, and knows when human intervention is required. Insert the human only when or where needed
- A system that knows the optimum digital flow, and knows when to call each system for each step and the best way to source and normalize the data
- An intelligent AI engine that can orchestrate any flow across legacy systems to assemble, deliver, engage, review and track any engagement flow

No-code automation for Accounting Firms



# Automation

Automate the manual process, in & around your legacy systems

## **Tax Automation**







#### **Gather**

- ✓ Engagement Automation
- Engagement Letter Assembly
- Engagement Letter Tracking
- Automated Document Requests
- ✓ Unified Client Portal
- ✓ Client Collaboration



#### **Prepare**

- ✓ Document Tracking
- ✓ Al Document Processing
- Data Normalization & Validation
- Auto-populate Tax
  Systems



#### **Review**

- ✓ Task Automation
- ✓ Workflow Automation
- ✓ Al Powered Notifications (Digital Advisor)



#### **Deliver**

- ✓ Auto Print and Export
- ✓ Assembly and Delivery
- ✓ E-Sign
- ✓ Al Powered Client Collaboration

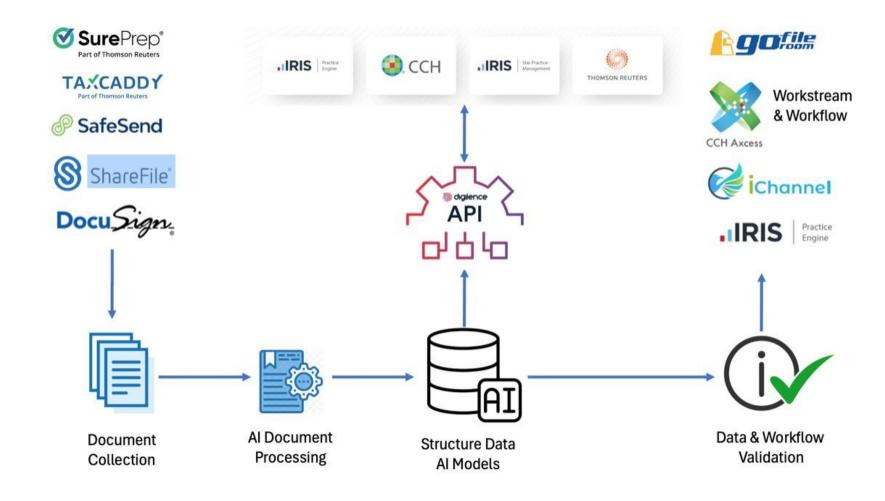


#### **File**

- √ 8879 Collection
- ✓ 8879 Processing & Validation
- ✓ Automated E-Filing
- ✓ Automated Workflow
- Automated Doc Management

## **Engagement Automation**





# Cloud App Suite

Consolidate and replace systems with a single digital platform

## **Problems with existing Portal Solutions**



#### 1. Old and outdated technology

- All leading legacy solutions for Document Management & Portal are outdated, old and clunky
- Further, they are an isolated tech stack and simply can not innovate fast enough to keep up

#### 2. Multiple separate systems:

- Document requests, PBC, client portal, doc management, reminders...it's all a continuum
- The existing landscape delivers these as separate systems, leaving many gaps

#### 3. Not integrated, not consolidated:

- Because everything is a separate system, they don't integrate and talk to the core systems
- Some firms have custom built integrations, but those will break as the CRM/PM landscape changes

#### 4. Not modern and no integrated, pragmatic AI:

- Any modern system today should make full use of the modern tech stack
- Everything should be cloud-native, digital-native, mobile-native, and Al-native

#### 5. Too costly:

- Each platform today is too costly; in most cases, 1.5X to 2X the standard in other industries
- Further, since firms often have 5-10 systems for document collaboration, the total cost is 5X+

## **Current Landscape (too many systems)**

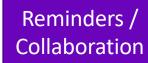






Document Management













**go**file



**Safe**Send







Docu Sign

























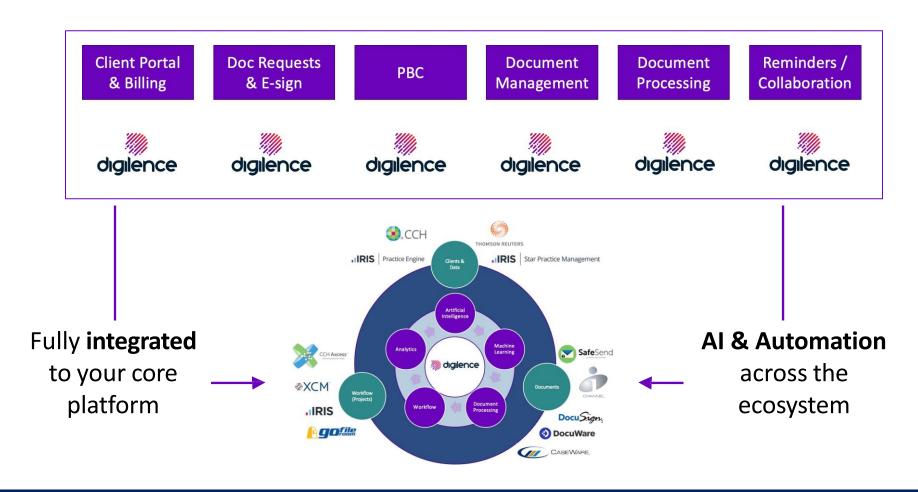






## **Digilence One Platform – End State**





# AI

Leverage built-in AI for your <u>internal</u> client data & workflow

## Internal Client Al: "Hey Digilence..."









#### **Ask for Status**

- 1. Did we receive signed engagement letter for ABC co?
- 2. How many 1040s did we file last year?
- 3. Show me all outstanding 8879s
- 4. Show me clients that extended last year

#### **Ask for Action**

- 1. Show me the Engagement letter for ABC company
- 2. Show me the 8879 for XYZ company
- 3. Send a reminder to clients that are late on 8879.
- 4. Send a reminder to clients that are late on organizer
- 5. Extend my clients that extended last year
- 6. Automate the Tax Return for ABC Corp.

# Digilence Cloud Demo

What's Possible?

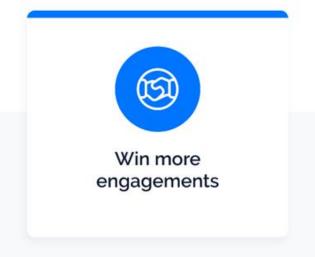


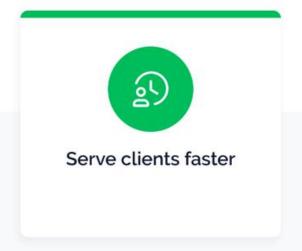
The fastest way to write accounting memos





TimeCredit is a Research and Document Generation platform that writes technical accounting memos in two minutes.







#### Built with your concerns in mind

#### The secure option

Our models run on dedicated servers to maintain privacy agreements made with clients

We provide an **automated redaction tool** to provide additional privacy

Scheduled for **SOC2 compliance**\*\*

#### The accurate option

Models are **connected to** accounting guides and **accounting standard codification** to ensure accuracy

Models are further fine-tuned using your memos

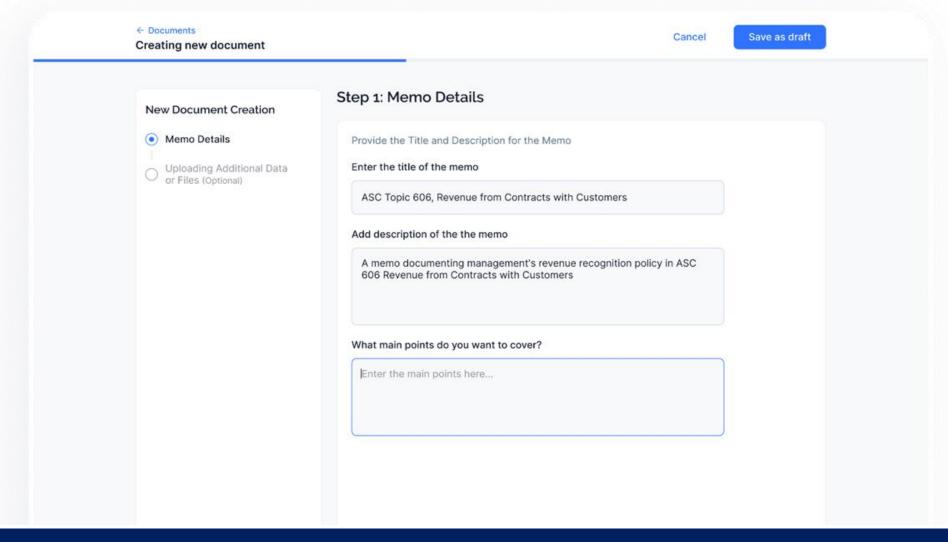
## The efficient option

Current documentation processes have few automation tools

Users will save up to 90% of the time it takes to draft memos from scratch

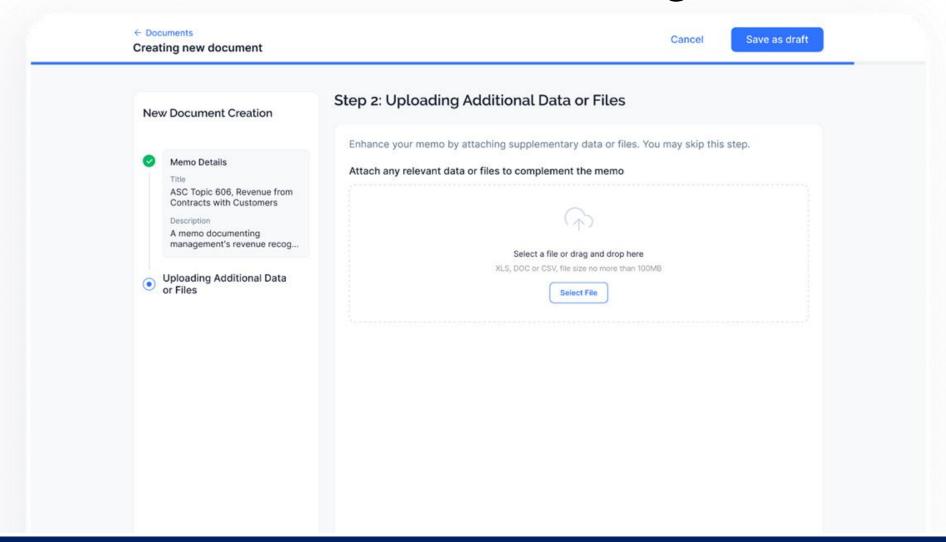


## Respond to prompts directly in the platform



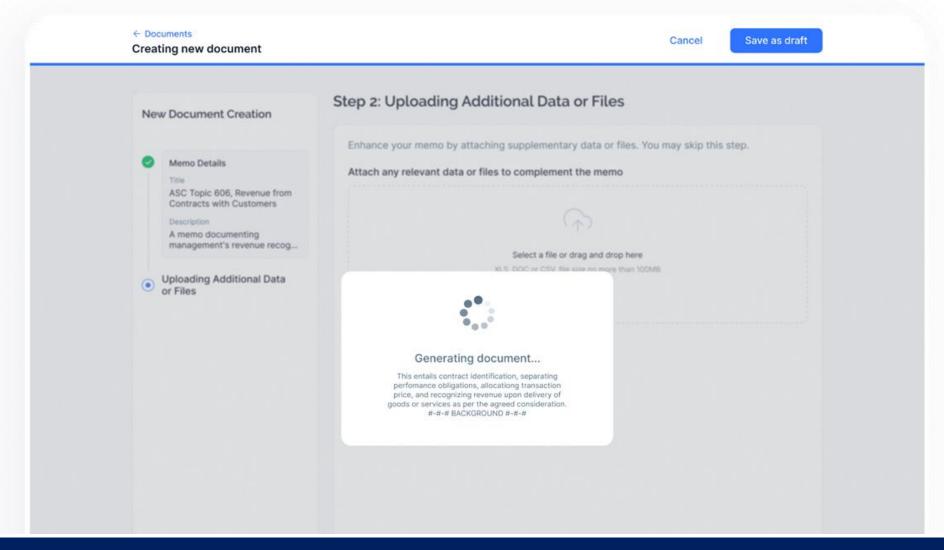


## Upload relevant contracts/tables/agreements





#### Wait two minutes for the first draft





## Continuous Audit Analytics

DISCOVERY PRESENTATION

CFOs of large companies struggle with ineffective accounting controls



#### Common challenges

- Finding errors in millions of transactions each year
   is like finding a needle in a haystack
- Detective controls are mostly manual, timeconsuming, and partial
- Lack of real-time monitoring
- Talent acquisition and retention

#### Consequences

- Limited coverage leads to control gaps and inaccuracies going undetected
- Higher vulnerability to fraud and non-compliance risks
- Financial reporting reliability challenges

Organizations lose

5%
of revenue to fraud each

Data entry errors

1%

of all manual transactions

T&E-spend violations
292%
increase from 2015 to 2023

**Duplicate vendor payments** 

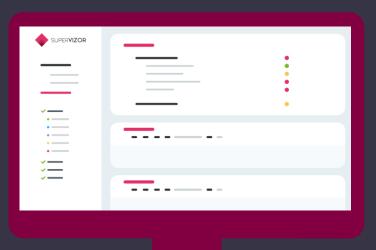
1.5%

of all payments

Sources: Report to the Nations (ACFE)



Supervizor is a plug-and-play analytics platform that provides 350+ accounting controls to continuously detect anomalies and strengthen financial accuracy



#### Our mission:

Empower organizations to easily audit themselves



- > 100% of transactions testing
- > Wide range of accounting risks covered
- > Analyze all your ERPs in one platform



Continuity

- Continuous monitoring
- > Automated data import
- Automated cleaning and enrichment of transactions



Autonomy

- Independent from internal audit, external auditors and consultants
- No technical skills required
- > Automated prioritization of results

#### • The only plug-and-play solution for anomaly detection

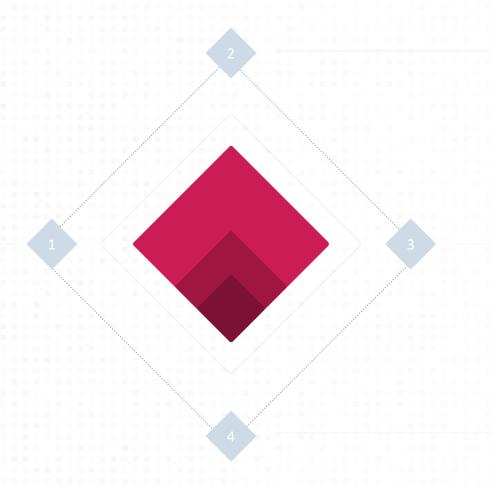


## Unique data enrichment

Connection with marketleading ERP systems



Supervizor is the only technology on the market that can natively make sense your accounting transactions without set-up and data cleaning



Large set of controls

A library of 350+ controls covering a wide range of risks

Anomalies investigation

Collaborative workflow to investigate anomalies with direct access to underlying accounting data

Power BI reporting

Exportable dashboards with high-risk transaction focus

#### That provides you with 350+ ready-to-use control points

#### Example of controls per use cases

Accounts Payable

- Unusual AP Accounting Patterns
- > Duplicate Payments
- Payments to High-Risk Suppliers
- Abnormal Account Balances
- High-risk keywords found in payments

55 Account Receivable

- Unusual AR Accounting Patterns
- > Sales to High-Risk Customers
- Invoice Amount Discrepancies
- > Abnormal Account Balances

SOX Controls

- Segregation of DutiesViolations
- Users Activity
- Unbalanced Entries
- Unauthorized User Activity
- Incorrect Accounting Patterns

**Treasury** Bank **Details** T&Es Variances & AI-based

#### **Benefits**

Create capacity for Finance and Accounting to focus on what matters most.



25x Effectiveness From 4% of transactions analyzed to 100%, more frequently, to enhance the accuracy of reports



85%
More efficiency

Get immediate access to all anomalies. Focus your time on investigations instead of data preparation and script building

Streamline Accounting Operations

Identify blind spots and improve your accounting processes monthly to get fewer results over time

We work with

leading global brands across all sectors





























































Continuous Audit Analytics

# No setup.For real.



#### **INDUSTRY CHALLENGES**



Staff shortages / access to professionals



Increasing costs



Change management and deployment of innovative solutions



Streamlining the client and team experience



Improving audit quality



Empowering the use of data – preparing for the audit-of-the-future

#### **INDUSTRY TRENDS**

Firms are beginning to adopt centralized delivery model outsourcing services supported by cutting edge technologies which solves industry challenges by:

Providing access to talent in a low-cost jurisdiction

Centralization simplifies technology roll-out

Specialization improves audit quality

Client and team experience dramatically improved

#### WORKING WITH ASSURANCE PREP

Assurance Prep is a leading outsource provider with some of the most experienced outsourcing professionals in the industry.

We know the change management challenges local offices face when adopting this delivery model differentiating us from our competitors.

Partnering with Assurance Prep will allow your firm to have a focused plan to successfully implement a highly impactful offshore strategy.



#### **COMMERCIAL AUDIT PROCEDURES**

AssurancePrep can perform various tasks for commercial audit engagements. All procedures will follow your firm's methodology and all work will be produced using your firm's technology and preferred templates. Typical audit procedures for commercial engagements includes but is not limited to:

- Engagement Setup including drafting engagement letters, legal inquiries and confirmations
- Cash and cash equivalents bank reconciliation testing
- Accounts Receivable Subledger verifying credit balances, related party amounts and economic dependence
- Accounts Receivable Confirmations conduct sampling, prepare and track confirmations, conduct alternative procedures for confirmations not returned
- Accounts Receivable Allowance for Doubtful Accounts identifying accounts not provided for that meet a specific criteria
- Accounts Payable Subledger search for unrecorded liabilities, expense cut off testing
- Inventory price testing, inventory test count tie out to the final inventory listing, net realizable value testing,
   obsolescence testing
- Revenue test of detail and cut off testing

#### **OUTSOURCING FOR TAX & CAS**

The AssurancePrep team can also perform many activities within your firm's tax practice. Examples of these procedures would be:

- Organization of client documentation
- Preparation and completion of:
  - Personal tax returns (1040s)
  - Corporate tax returns (1120s)
  - Partnership tax returns (1065s)
- Support in tax advisory engagements including relevant tax calculations and models

The AssurancePrep team can also be utilized for your firm's Client Accounting Service work including:

- Performing tasks associated with:
  - Outsourced bookkeeping
  - Outsourced functions within a finance department (i.e. AR / AP)

#### THE RESULTS

OUTSOURCING TASKS TO A CENTRAL PROCESSING CENTER ACCOMPLISHES THE FOLLOWING:

#### **Outsource Non-Complex Activities**

Transition engagement preparation and routine procedures into lower cost personnel



#### **Better Client Service**

Reduce clients' time responding to queries and improve client experience



#### **Increased Operational Efficiency**

Address staffing deficiencies while increasing realization rates



#### **Time Savings**

Free up audit staff hours to work on more complex and value added tasks



#### **Ensure High Quality**

Standardized data reduces errors and ensures protocols are followed



#### **Improve Technology Adoption**

Offload the responsibilities of utilizing the technology your firm has acquired to the AssurancePrep team



## FOR MORE INFORMATION:

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## **Build Your Global Team and Increase Your Capacity**

## **Datamatics**



An integral part of Datamatics GROUP of Companies

**DATAMATICS** 

Turnover Staff Clients Global 1975 \$200Mn 10,000+ 2,000+ Delivery Centers 4



Working with
CPA/Accounting Firms
20+ years

1,200+
Workforce

150+
CPA/Accounting
Firms

## Global Teams At Datamatics



- Experienced: 20+ years working *exclusively* with accounting firms
- Trusted:
  150+ firms work with us, ranging from small to large
- Comprehensive:

  1,200+ practitioners in the full range of CPA services: tax, audit, CAS etc.
  Experience and expertise with several leading software solutions.
- Streamlined:
  We minimize your time investment overhead (hiring, training & re-training staff, etc.)
- Secure:
  All the work is done in your network, so no data is transferred out; SOC, GDPR & ISO certified

### A New Environment





25%+ of firms in US now outsourcing

**CPA Trendlines Survey 2024** 

## The Emerging Solution





#### **Global Teams**

- Revenue & quality
- True teamwork



#### **Technology**

- Implementation
- Process improvement



#### **Culture**

- Deeper connections w/ clients & mentors
- Cross-cultural

## Why Global Teams?



**Success Factors** 

**Before** 

**Workload Size** 

**Task Enjoyment** 

Firm Culture

**Client Experience** 

**Revenue Growth** 

Stressful workload;
Difficulty adjusting to peak seasons

Tedious tasks lead to burnout

More project-oriented

Missed commitments
Infrequent communication

At or near full capacity -> Cannot take on new clients

**After** 

Less stress -> attract & retain talent Seasonal scalability as needed

More rewarding tasks: Higher-level tasks; client-facing

More client-oriented

Projects finished early

More time spent with clients

Able to scale staff team quickly

## Your Firm + Datamatics









**Bookkeeping** 

**CAS/CAAS Accelerator** 

**Accounting** 







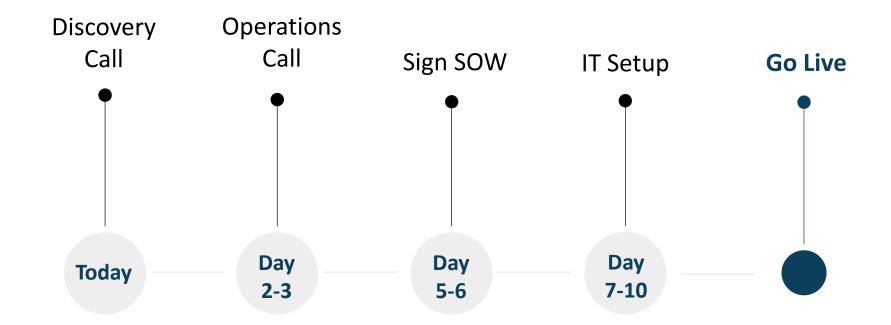
**Audit** 

**Tax** 

**Payroll** 

## A SIMPLE PATH TO SUCCESS





#### MAKER-CHECKER WORKFLOW

#### **Account Manager**

(Checker)



Team Leader (Checker) **Senior** (Maker)

/ Chartered Accountant in India Minimum 10-12 years experience in US Accounting

University Graduate / Post Graduate in Finance & Accounting Minimum 5-7 years experience in US accounting

University Graduate / Post Graduate in Finance & Accounting Minimum 3-5 years experience in US accounting

University Graduate in Finance & Accounting Minimum 1-3 years experience in US accounting

**Quality Commitment In-House Training Academy + Process Excellence Team** 

**Junior** 

(Maker)





## Hire CPA candidates across your US offices

- MS in Accounting (STEM) grads from top US universities
- Average work experience of 3+ years
- Immediately available (No VISA sponsorship needed)
- Near-zero attrition





#### Problem statement: Shortage of Accountants



#### KRIUNE

Deloitte

82.3%

recruiters expect to experience recruiting difficulties in recruiting difficulties in the year ahead\*

; ; ;: • efinitely anaccountant shortage out the\_re': MBAs have become the go-to degree and compames are struggling to hire enough CPAs





#### And this shortage of accountants is projected to worsen

.72,923

Accounting graduates every year

.53,577

Expected shortage of accountants every year



126,500

Openings for accountants & auditors are expected each year

Source: US Bureau of Labour Statistics & AICPA





"

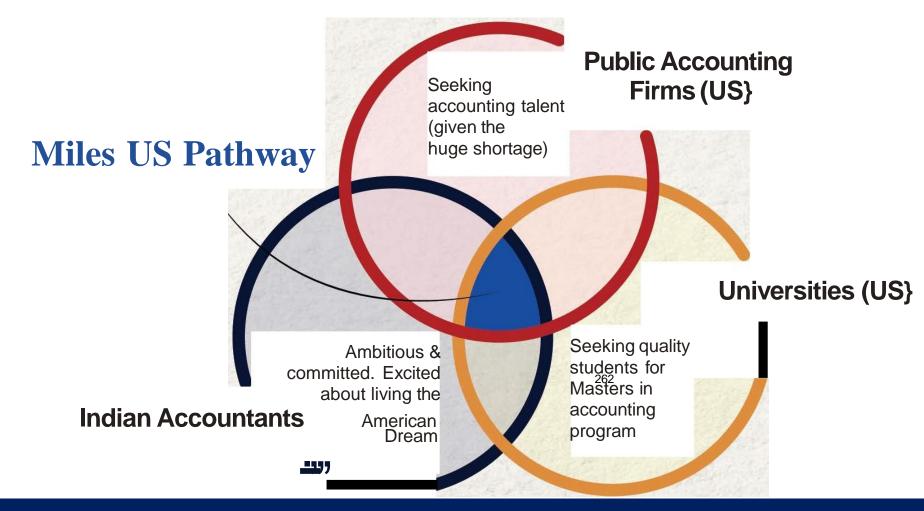
## ... And leverage the power of

CAN WE SOLVE USING THE TECH PLAYBOOK?



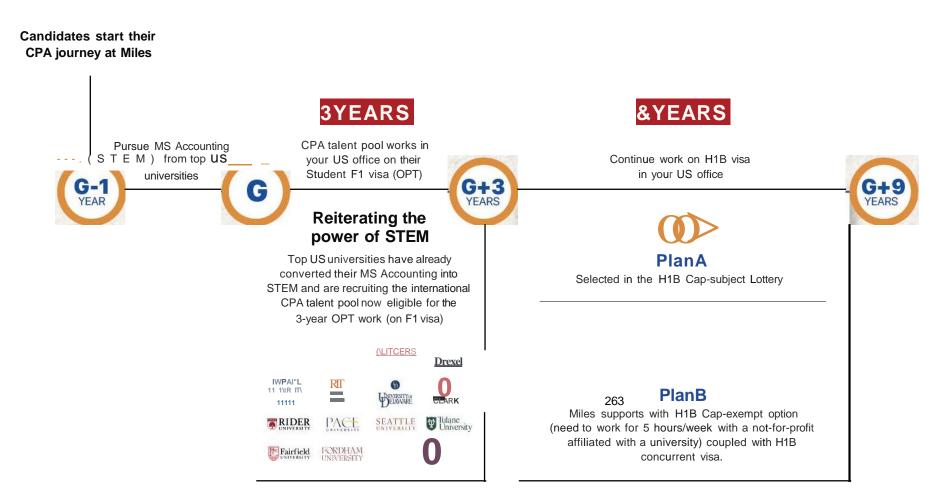
#### An interesting solution - the Miles US Pathway





#### The Miles Pathway. How does it work?





G = MS Accounting (STEM) Graduation





#### Yes this is "too-good-to-be-true". And we now have a proven track record - happy to o vide references

#### Fall 2023 & Spring 2024

Candidates recruited from India for MS Accounting (STEM) across 14 schools. Average prior work-experience of **4.3 years.** 

#### Top schools:

































264

#### **Top employers:**











## And we're scaling up

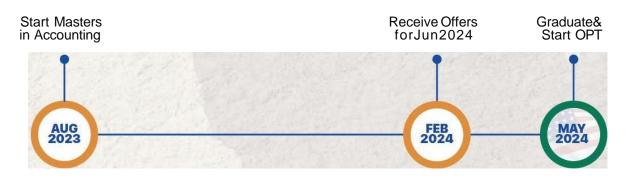


Indian accountants expected to arrive in the US in 2024 via the Miles US Pathway - to pursue MS Accounting (STI;M) ......., across 40+ universities



## Bottom-line: We now have Indian accountants eligible to work in the US

#### Fall 2023 cohort





Spring 2024 cohort









## Better & more committed talent pool

- Increased talent pool of CPA candidates
- Skilled in tech & analytics [STEM]
- Avg. prior work-ex in India of 4.3+ years
- Extremely hardworking
   & hungry to prove/grow
- DNA of accounting [focussed!]



#### At reduced cost

- Salaries lower than domestic talent since prevailing wages do not apply for OPT. Fresher talent (no work ex) can be hired as Articled Assistants at \$50K+ (for 1st year only). For experienced talent, expected pay \$60K+
- No FICA taxes
   [employer payroll tax savings of 7.65%
   per year = 22.95% over 3 years]
   267
- No VISA formalities.
   Also, OPT training program can be supported by Miles



## A large pool & immediately available

- Fall 2023 cohort [200+ candidates]
  - Hire for Summer 2024
- Spring 2024 cohort [200+ candidates)
  - Hire for December 2024
- Fall 2024 cohort [target = 2,000+ candidates]
  - Hire for Summer 2025

## Public accounting firm partnerships in the US - Few case studies





For the Fall 2022 cohort, RSM issued **14 offers out of 17 candidates they had** interviewed - a record 82% selection rate!

For Fall 2023, RSM has hired 41 candidates across 7 offices and intends to scale to 250-300 hires fram next year.



#### Many firms actively hiring

from the Miles pool, including:

- Blackman & Sloop
- Boos & Associates
- GBO Partners
- Hancock Askews & Company
- HBE LLP
- SB & Company
- Urish Popeck & Co., LLC



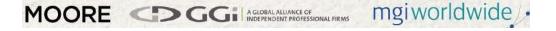
Miles hosted an e-placement drive with Allinial Global in Aug 2023. Several firms including ATKG, BPM, Eisner Amper Hantzmon Wiebe!, RBG, Weaver, Wolf & Co. participated. And 7200+ Indian accountants (Miles Alumni) attended that session.

#### Partnership with Accounting Firm Alliances









#### State CPA Societies we are working with

State CPA Societies are excited about our innovative model, recognizing its potential to revolutionize the accounting education landscape and address critical workforce shortages. Few of the Societies we have collaborated with (or in advanced discussions):























#### <u>Visa - No sponsorship for the first 3 years</u>

Candidates can work on the student F1 visa using the 3-year OPT (Optional Practical Training). Full-time employment with very limited to-do's for the employers

Optional Practical Training (OPT) Process - Students & University Responsibility













#### **Employer Responsibility**

Implement a formal training program to augment the student's academic learning through practical experience. (If needed, Miles can support in structuring the formal training program)

\*DSO - Designated School Official

\*\*1-765 - Application for Employment Authorisation

#LJSCIS - United States Citizenship and Immigration Services ##EAD - Employment Authorisation Document





#### Visa - H1B visa for next 6 years

#### Plan A: Cap-Subject H1B Visa [Lottery]

- Employer nominates candidate into the H1B lottery every year (can do during the year in university as well as every year during the 3 years of OPT). So candidates get 3-4 chances on the H1B lottery.
- The nomination fees is merely \$10 per year. Additional fees apply only if the candidate gets selected in the H1B lottery.
- The Cap-Subject H1B has a cap of 65,000 with additional 20,000 visas for those with masters' degree (or higher) from a US institution. Since all Miles candidates have a MS Accounting (STEM) from a US university, they are eligible for both the quotas. So essentially, they will
- be getting 2 chances at the lottery each year (i.e., 6-8 chances across the 3-4 years).

#### Plan B: Cap-Exempt H1B Visa

- Cap-exempt H1B visa is not subject to the annual lottery cap. But it must be filed by a cap-exempt organization (which includes non-profits affiliated with a university).
- The employee can work approx. 5 hours/week at the non-profit cap-exempt organization and at the same time avail a
  concurrent H1B to work for the for-profit employer.



