



# WALLACE DIACK CASE STUDY

Wallace Diack, a prominent accounting firm in sunny Marlborough at the top of the South Island in New Zealand with a 60-year history, was facing challenges with its existing technology stack.

Jason Gluer, one of the directors at Wallace Diack, recognised that the existing legacy systems were hindering the firm's efficiency and growth potential, with a need for an automated and interconnected system to optimise their operations and improve client services.

*Jason believed in adopting a "best of breed" approach, acknowledging that there isn't a single product that does it all.*

After an extensive year-long research, they discovered FuseWorks as the perfect solution to integrate with their core software stack and streamline their accounting processes. The core stack, consisting of **XPM, FYI, FuseSign, FuseDocs, and CAS360 (BGL)**, formed a powerful combination of tools that optimised their workflow and promised to significantly improve client services at Wallace Diack.

## PROBLEM

Wallace Diack's legacy systems were outdated and not meeting the evolving needs of the business, leading to inefficiencies, data silos, and a lack of seamless collaboration among team members. As the firm operated with 25 staff members, most of whom were Chartered Accountants, the need for modern and integrated solutions became increasingly evident.

The lack of connectivity between their various applications resulted in repetitive manual tasks and data entry errors. Managing multiple systems independently led to duplication of efforts and wasted time. The firm's traditional approach to document signing, involving physical signatures and email exchanges, slowed down the workflow and was no longer acceptable in the digital era. They needed a more efficient and secure method for handling document signatures and approvals.

In addition, the accounting industry was rapidly evolving, and clients were demanding faster and more streamlined services. Wallace Diack recognised the importance of staying ahead of the curve and embracing technology to enhance client experiences and maintain their competitive edge.

## JASON GLUER'S APPROACH TO ADOPTING NEW TECHNOLOGY

Jason's approach to the adoption of new technology involves posing fundamental questions aimed at optimising its implementation and deriving maximum value. These pivotal questions encompass:

- ◆ HOW DO WE APPLY IT?
- ◆ HOW DO WE USE IT?
- ◆ HOW DO WE GET VALUE FROM IT?

*Wallace Diack is an integral part of the New Zealand Chartered Accountants (NZCA) community. As a member of this esteemed professional body, Wallace Diack upholds the highest standards of accounting excellence and adheres to a strict code of ethics.*

FuseWorks exceeded our expectations. We're really driven from the partners down, and everyone uses it on a day-to-day basis. We're getting great rewards from it



**JASON GLUER** *Director | Wallace Diack*

## SOLUTION

Wallace Diack diligently sought to address these challenges by identifying the best technology solutions that could integrate multiple applications and streamline their accounting processes. After thorough consideration and evaluation, the firm confidently selected FuseDocs and FuseSign, delivered by FuseWorks, as the ideal platforms to revolutionise their operations.

FuseSign became the key solution to replace their outdated physical signature process. This modern digital signing solution allowed documents to be sent out electronically, eliminating the need for printing and scanning. Clients and partners could now sign documents digitally, enhancing security, reducing paper waste, and expediting the approval process. With FuseSign, the integration with other applications ensured a smooth transition of signed documents back into their system.

The cutting-edge document management system, FYI, empowers users with seamless access and selection of pertinent documents for digital signing through

its seamless integration with FuseSign. Effortlessly triggering digital signing requests from within the CAS 360 (BGL), FuseSign revolutionises the signature acquisition process. Enhancing its capabilities further, FuseSign seamlessly integrates with XPM, leveraging Xero Practice Manager's extensive contact database to automatically pull relevant contact details, thereby eliminating tedious manual data entry. This robust tech stack not only streamlines workflow efficiency but also showcases its exceptional value to Wallace Diack, presenting him with an unmatched level of convenience and productivity for his business needs.

FuseDocs was the logical next step for Wallace Diack, empowering them to enhance the branding of their year-end financial report packs for clients while benefiting from exceptional consistency and time-saving automation, thanks to the powerful automations FuseDocs offers. The seamless integration between FuseDocs and FuseSign further streamlined the document delivery process, enabling the firm to handle the entire lifecycle of document collation to delivery in a centralised manner.

## THE INTEGRATION BETWEEN FUSEDOKS, FYI & FUSESIGN, MAKES IT THE ULTIMATE TRIFECTA FOR END-TO-END AUTOMATION.

**1**

*Collate professional document packs with FuseDocs from documents stored within FYI*

**2**

*Send document pack through integration to FuseSign for digital signing*

**3**

*Have automated status updates in FYI and autosave back to the FYI platform*

**4**

*See the common examples of automations within FYI to enhance this entire document flow*

## THE OUTCOME

The adoption of FuseWorks at Wallace Diack led to far-reaching outcomes, including improved efficiency, streamlined processes, enhanced collaboration, and elevated Client experiences. With the integration of FuseSign, document signing processes became streamlined and secure, while FuseDocs facilitated intelligent document collation, ensuring consistent and professionally branded packages were delivered to clients. These innovations revolutionised accounting operations, reinforcing Wallace Diack as a forward-thinking, customer-focused accounting firm. Embracing a culture of continuous improvement, the firm remained adaptable to changes in industry and technology, solidifying its position as an industry leader in the dynamic landscape of accounting services.

Having embarked on a relentless journey of continuous improvement, Wallace Diack no longer merely speaks of change; rather, they are an exemplar of a business that wholeheartedly embraces technological advancements and seeks to optimize their operations and services consistently.