

PVW Partners

Based in North Queensland but with a client base located both Australia-wide and globally, PVW Partners needed tools that could quickly deliver to clients regardless of their geographic location. Having a client base predominantly of regional and rural clients, limitations such as having access to a printer, a computer, or a close enough post office can represent a challenge. When BGL integrated CAS with FuseSign, they've signed up for a free trial and, in their own words, "haven't looked back."



BUSINESS SNAPSHOT

Client

Gloria Chippendale

Business

PVW Partners, three offices in North Queensland, across Innisfail, Cairns and Townsville.

Business size

60+ staff, eight partner firm

Document Management System

Virtual Cabinet

Practice Management System

APS

Corporate Compliance

BGL CAS360

Technology solution

FuseDocs and FuseSign



FUSESIGN IS MAGICAL!

We signed up for a free trial, and within less than an hour, we had FuseSign and CAS360 working seamlessly together.

There was a massive improvement in the turnaround time of documents needing to be signed, the ease in monitoring documents out for signing and the fact that clients have transitioned very easily to FuseSign.

Gloria Chippendale
PVW Partners



PVW Partners

THE CHALLENGE

PVW Partners is an accounting firm based in North Queensland with a client base both Australia-wide as well as globally via their connections with leading financial institutions and advisory networks.

Having a client base predominantly made up of regional and rural clients, limitations such as having access to a printer, or a computer, or a close enough post office can represent a challenge. They had looked at other digital signing solutions in BGL's CAS360, but it was all very complicated and too costly.

THE SOLUTION

PVW Partners has been a FuseDocs client since 2019, and the team thoroughly enjoy using it for all their document compilations. They also like how FuseDocs seamlessly integrates with their document management and document management platforms too.

With a lack of options in the market for digital signing tools, they'd yet to take it on. That was until BGL announced their new integration with FuseSign in mid-2021. Before long, they had signed up for a free trial and haven't looked back since.



If every computer program were that easy, life would be amazing!

Gloria Chippendale
PVW Partners



THE OUTCOME

According to Gloria, signing up for a trial with FuseSign and connecting it with BGL CAS360 was an easy process. The simplicity of FuseSign is what impressed Gloria the most.

“If every computer program were that easy, life would be amazing. It’s a matter of just typing your name as a signature, and not having to set a password, email, or login is just brilliant. It just makes it so simple for the clients, especially because that’s who we’re trying to create less work for. So, it’s brilliant. We find it amazing.”



The feedback we received is that they enjoy the ease and convenience of digital signing rather than printing, signing, scanning.

And, of course, without needing to set up a login and password.

And we’ve had clients out on the farm signing documents right from their tractors within minutes, and we receive it back instantly.

Gloria Chippendale
PVW Partners



PVW Partners

THE OUTCOME

(cont.)

Having been a long-term user of FuseDocs, Gloria and her team also spare no compliments when talking about her experience with the FuseWorks team.

“The FuseDocs teams have been extremely helpful, even with all our crazy and weird questions. The turnaround time to assist with queries sent to their Helpdesk is great, and the best attitude of the team is their willingness to take on board feedback, ideas and suggestions. They never assume they know best and where a good idea is generated and attempt to integrate this as best as they can. With FuseDocs being a bespoke solution, the team worked with our processes and manipulated the program to suit us rather than making our processes suit the software. FuseDocs is an amazing tool, and I think an award should be coming your way, and I hope it does”

Having such a positive experience with both FuseDocs and FuseSign and how seamlessly they both integrated with their other software, Gloria has a strong message to anyone looking at automating their practice and finding better ways to work, ultimately improving their internal processes.

“One important step is to inform your clients that you’re moving to digital signing and be there to help them to manage the change. All it takes is a quick five-minute phone call to walk them through the process. It’s that simple and will save your practice a lot of time in the long run. Clients adapted to it so quickly, we thought there would be some resistance there, but that hasn’t been the

case at all; they’ve all been very happy about it. Especially through CAS360, which is what we’ve mostly used it for, has been exceptionally well accepted, and we love using it, and it’s amazing how quickly things get done”

Gloria was happy when the integration with FuseSign and BGL launched earlier this year, as she had been looking for a better way to get documents signed from CAS360 for almost two years prior.

“The FuseWorks team is very accessible, and they should be really proud of what they’ve created. I was even surprised when I called them the very first time and Melissa, the Co-Founder, answered the phone, and I had just seen her in the webinar that the entire country had watched. You never expected that because people in her position don’t generally pick up the phone. But it’s really a credit to their entire team. They’ve done a marvellous, magical job!”



Clients adapted to it so quickly, we thought there would be some resistance there, but that hasn’t been the case at all.

Gloria Chippendale
PVW Partners

