

TPS SOFTWARE INC

**SPECIAL
POINTS OF
INTEREST:**

TPS Software started 6 years ago with the mandate to create a new Time & Billing program that will "Redefine the Meaning of Time & Billing".

TPS offers small-to-mid-sized firms the tools necessary to help in the growth and management of their firm.

TPS has an extensive client profile that links directly into Microsoft Outlook 98/2000/XP's "Contact" feature so you do not have to have a separate contact manager.

Anyone with 'permissions' can check their "Microsoft Outlook Calendar" and see if they are free to have an appointment.

You can also enter appointments directly from the 'time entry screen' as you record the time you are talking to the client on the phone.

TPS Time & Billing A Client Success Study

Newhouse Hyland LLP

Background

Newhouse Hyland LLP, Chartered Accountants, is located in Port Credit, a part of the city of Mississauga, ON. The firm has two partners and 5 professional staff.

The firm provides a full range of accounting, audit, tax and financial planning services to its client base of owner managed businesses and personal clients.

Newhouse Hyland prides itself on using technology to enhance the core services it provides to its clients.

The Search

Jim Hyland started the search for a new time and billing system five years ago. He was looking for an easy to use program that would interface with the other office programs they used in their practice. In addition, he wanted a solution that would provide better reporting to assist the two partners in managing smarter. The programs he evaluated included TPS Software, PACS and CaseWare Time. TPS was recom-

mended to Jim in PD courses and he saw the TPS promotional material.

The Decision

Jim and his partner made the decision to go with TPS Software in early 2000. They were impressed with its functionality. Plus, they found the TPS sales staff to be very helpful and knowledgeable.

Implementation

The basic implementation went very smoothly and Newhouse Hyland was up and running within weeks. It took a little longer to get the work codes in place and the data



converted, but there were no major hassles and the few hiccups were quickly resolved.

TPS Service

According to Jim, "the TPS support team has been excellent to work with. Tom, Ted and Susan are courteous, responsive and thorough in providing the assistance that Newhouse Hyland needed to

get up and running with TPS."

In Retrospect

5 years later what have the results been for Newhouse Hyland LLP, Chartered Accountants?

Saving time is the big plus. Client data is in Outlook, with a one step update for client information.

Newhouse Hyland now has much better control of time recording; management controls are now in place and the reports in TPS provide the information the partners need to manage their practice more effectively.

Jim Hyland is a big supporter of TPS Software. He recommends it without reservation. He states "TPS is constantly being updated and improved and the company is responsive to input from their clients."

