

# IMPLEMENTING PRACTICE CS: CCR'S STEPS TO SUCCESS

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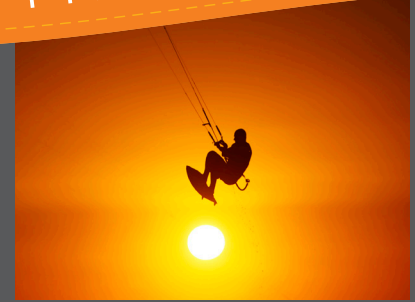
CCR LLP is an independent regional certified public accounting firm with approximately 200 employees in multiple offices, whose services go beyond traditional accounting and tax to include comprehensive business consulting solutions. Already a user of Thomson Reuters software, CCR initially explored Practice CS in 2007 but ultimately stayed with the program they were using at the time. When they were ready to move to an advanced system, they took the time to request information and proposals for several practice management software programs (two from the United States and two from the United Kingdom). After research, they selected Practice CS. Working with their sales representative and consultant, CCR chose to implement Practice CS through phased steps beginning with a pilot in May 2009.

*"Thomson Reuters put forth great effort, taking the time to minimize change in our business processes through our Practice CS implementation,"* said Catherine Parente, partner, CCR LLP. *"We took small steps when implementing Practice CS; starting with the pilot, then working with our employees through the learning curve to efficiently get bills out the door. Next we implemented the remaining time and billing features, and now we're looking to start adding CRM functionality to our process. We invested in extra training and felt that it really paid off. Our consultant was great."*

CCR realized the convenience of dashboards and other features soon after going live with the program. Practice CS offers many tools that can be used to review staff time, manage projects, and examine multiple reports. The advanced digital dashboard technology, with real-time functionality, acts as the firm's central information hub, providing an up-to-the-minute look at staff workflow, client status, or firm information.

*"The reporting capabilities are so convenient. We no longer have to depend on emailed reports from our administrative department to know what's happening in the firm. All the information is readily available on the partner's dashboard,"* said Parente. The scalability of Practice CS, from a small office to a large multi-office environment, is also important. At first, CCR had concerns about the ability of Practice CS to handle the needs of a large regional CPA firm. But as they tested the system they were pleased to find that Thomson Reuters had made the appropriate investments in Practice CS to support the performance, complex needs, and scale of large CPA firms.

## PRACTICE CS



### CCR LLP

*Catherine Parente*  
Partner

### ABOUT CCR LLP

CCR has offices in Westborough and Boston, Massachusetts; Providence, Rhode Island; Glastonbury, Connecticut; and Orlando, FL. They are strategically located to allow close client interaction and service including year-round planning to help clients identify future areas of growth, while limiting liabilities. Their engagement approach integrates tax planning and compliance services, resulting in a more efficient and effective delivery of services and advice.

