HOW TO BUILD A
DIGITAL CS FIRM?

E-Book

BizProf E change

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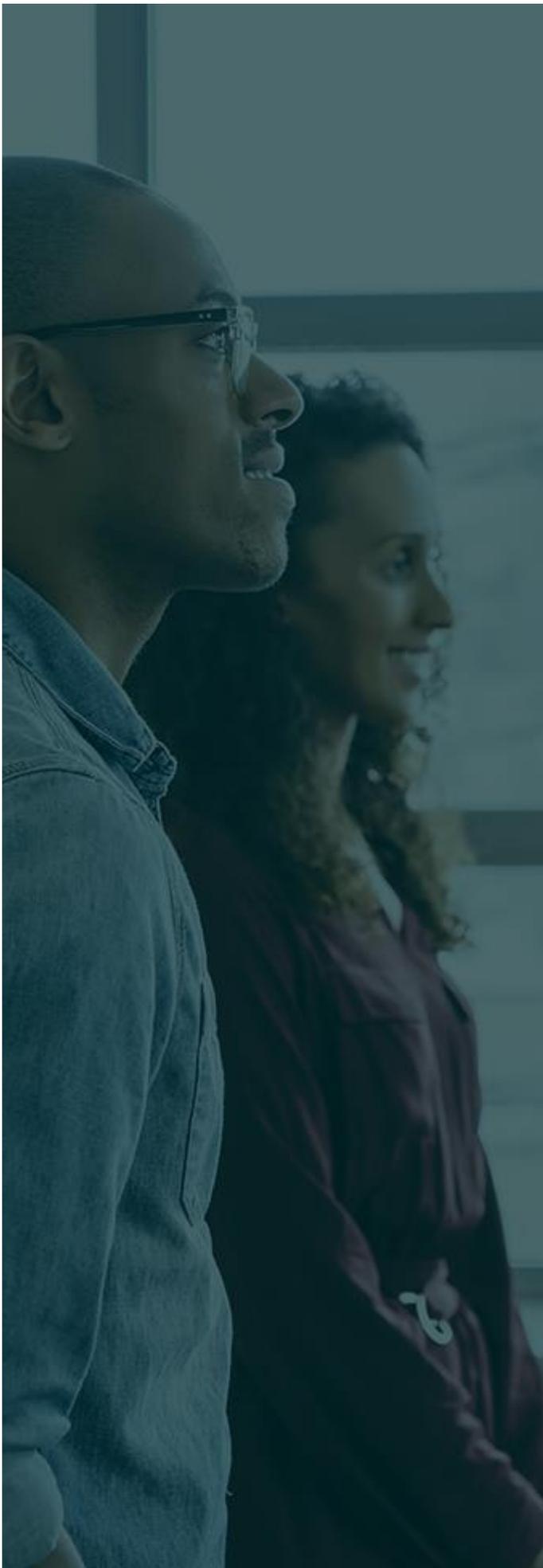
INTRODUCTION

In any CS firm one thing is of prime importance that is work papers. Before COVID-19 it was impossible for anyone to think about working from home. The crisis has somehow forced us to move to digital modes of working.

Functions carried out in a CS firms including proprietorship firms can be classified broadly into 5 buckets – HR, Admin, Sales and marketing, Servicing and Billing. In this article we will look at options available for each of the area in digital space.

1. HUMAN RESOURCE DEPARTMENT

Human resource department or HR department has a number of important functions in the organization. These include recruitment, performance management, learning and development, and many more.

Tools used	Purpose (On a broader view)
Greythr	Employee portal for maintaining every single document of employee, tracking pay slip, IT declarations, apply leaves, creating employee directory etc. this is a good SAAS model, it works to track leave, exam leave, keep documents, it is good. You could visit the website of www.greythr.com
Reimbursement and expense management	Use Google form for internal employees to make a claim and disburse the amount
Employee rating	Build a performance review tool of all the employees. This helps in rating each employee on 3 buckets, 1st the employee rates, 2nd the manager rates, and 3rd partner rates. If the rating is not done in 2 days' time, then the rating of the employee is considered final and increment is given based on that.
Employee Exit portal	You can construct this in a Google form
HR Helpdesk	Use Google form for internal employees to raise an issue related to HR
HR Policy Acceptance	To provide consent on acceptance of HR policy by formulating an in-house tool, but you can construct this even in a Google form.

2. EMPLOYEE TRAINING

Employee training (an extended part of HR) – With the constantly changing tax structure and amendments in the existing provisions, it is necessary to keep the staff updated with the recent amendments.

Tools used	Purpose (On a broader view)
Zoom, GoToWebinar	With the changing times, the way sessions are conducted is also changing. You can have weekly sessions where latest amendments/ notifications can be discussed. Zoom and GoToWebinar both offer similar set of functionalities to conduct online sessions.

3. ADMIN DEPARTMENT

Admin department is probably the department with maximum pile of paper work on the desk at all times ready to be filed. Admin along with client documentation has traditionally been manual and offline. This will also be a time consuming department to move to digital mode.

Tools used	Purpose (On a broader view)
Gmail	For exchange of mails and communications. Of course all of us would be using this, but a paid version would give disaster recovery plus it can also give a domain name of your firm. Instead of having a Gmail id of bizprofexchange@gmail.com, you could have the mail id of contact@bizprofexchange.com in Gmail. You could get 30 GB of data, no intrusions of ads, a large control of all your office mail, you can have control of mail id of employees, even if they quit. I think this cost some 1500 to 2000 per ID per year i.e. is a cost of 125 rupees a month per employee id.
IT Helpdesk	Use Google form for internal employees to raise an issue related to IT
Fyle	https://www.fylehq.com/. This is a beautiful web enabled tool we use. This is SAAS model. When the reimbursements to many employees are there it is beautiful, because employee will have to just take a picture of the invoice, and the invoice will get auto approved [through pre-designed HR rule of reimbursements policies of each 4pprox.4tion] and the data is pushed post approval on auto basis to the software of QB or tally. This removes the process of data entry, approval by management in standard cases, data entry and voucher depository. It also can be used as AP where you just upload on this tool, and it can be pulled to books directly.
Client acceptance form	To maintain the basic client database. This is also done on PHP, but you can construct this even in a Google form, but a tool is better
Induction Process	To record the detailed process of induction. You can construct this even in a Google form
Asset Management	Traxx – For maintaining fixed asset register (date of acquisition, location, tracking ID etc). This is also done in a Google form, but a tool is better
Vaulten – Backup	Auto back up tool, it is very useful, you don't have to take back ups. Your entire hard disk can be backed up. Alternatively, we also use icloud for our own back up or skydrive or Google drives.
Flock	It is superb tool which functions like a whatsapp, but it is good to exchange documents, it has a track list, it has a document manager, it has a poll, it has a reminder, scheduler, tick able list. So, it is much more, it is a chat platform also. It is very useful when too many people in one office are interacting with client.

4. DOCUMENTATION

Tools used	Purpose (On a broader view)
Papilio	A tool where the data can be stored on cloud and accessible from anywhere in the world. From scratch document of working papers, engagement letter to final deliverables, everything can be uploaded and stored in papilio. Leading to a paperless office.
DSC Management	To safeguards the DSC and track its movement.
Google drive	Data sharing and storage tool, all are paid version; we would get better protection and rights.
Onedrive	Data sharing and storage tool, all are paid version; we would get better protection and rights.
Dropbox	Data sharing and storage tool all are paid version; we would get better protection and rights.
O365	Microsoft office tool
Zoho Books	Standard tool

5.   SALES AND MARKETING

Sales and marketing believe it or not is the most important and time consuming task in the life of a CS. Considering that the ICSI does not allow practicing CS to advertise their services, there is a content based marketing used to advertise the competence. This is by way of writing articles, presentations etc. There are various tools which can be used to get templates for presentations.

Tools used	Purpose (On a broader view)
QR Code - Digital Visiting card	www.qrstuff.com. The cost of this is around INR 8000 per year, and it can create beautiful visiting cards, which will remove all the visiting cards, and you can be presented in a much better manner.
Power BI	It is a presentation tool; you would need to learn how to use it, but one of the best for audit presentations, group presentations, consolidations.
Survey	SurveyMonkey is common; this is also a free tool. Surveyanyplace.com is a better tool, which is much nicer, faster, it is fun. We use this for client engagement.

6. SERVICING

Servicing of client is the source of revenue generation. With change in the way the services are provided, there is also a need to adopt new tools which are more technology driven to provide service to clients.

Tools used	Purpose (On a broader view)
Rstudio	Mostly used in data analytics, and it will help in preparing internal audit, but the person needs to know this language to do it
Cimply Five	This is a very good tool for corporate law compliances, to prepare all the corporate law documents, plus registers, plus conduct online video meetings, posting notices and has a depository of act, rules, notifications, and circulars. It is a SAAS model. https://www.cimplyfive.com/
Easy Auto-4	https://www.exceltotally.impressionsystems.com/ this is a good tool to convert excel to tally and visa versa. We use perfios to get data for partnership firm, and the entire data comes in excel. From excel we use this tool, to take it to tally. So that the entire data entry is avoided.
Tally	Standard tool
Microsoft office	Standard tool
Python	Mostly used in data analytics, and it will help in preparing internal audit, but the person needs to know this language to do it
Beyond Square – Tally addon	This is a good tool, where the trial balance is fed in and the MIS in the desired format comes out, so that you do not have to do MIS. The tally can give trial balance in excel, this tool can give MIS, approx. 1500 per month per client.
Quick Books	Standard tool, but we use it more as a depository of invoices bills, because in this tool the best we find is, there is a dash board, it is web driven, it is easy to import or export anything, plus we have a drill down from the voucher entry to the scanned copy of the bills, so for doing audit, just a password is enough and there is no need to maintain voucher files

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