# THE BEST SERVICE REQUIRES THE BEST TECHNOLOGY

When you want to provide best-in-class service, you need the right tools.

## MEET THE FIRM

Andersen Tax has a long tax and accounting legacy that has undergone a few changes over the years. However, according to John Bartlett, manager of technology, they never lost sight of their core goal: To provide best-in-class services and consultation to clients. And with around 950 employees and several international offices, that means using the perfect tools for the job.

"We try to give our people the best technology with a focus toward the future. As the newer generation has come up, they're looking to us to make their jobs easier and more efficient. We're trying to find ways to do that and the firm is successfully moving forward in that direction."

Such a large organization means certain factors have to be taken into consideration, practitioners need to access information anywhere in the world at any moment, and software needs to be continuously secure and up to date. According to John, years ago, when Andersen Tax was Arthur Andersen, they selected GoSystem Tax RS for those very reasons.

"The software was updated on a pretty regular basis, which was and is important. And then as it transitioned away from CDs into a more web-based software, it made it a lot easier for our practitioners to work anywhere. They had ease of use. I think that's been the biggest success for us."

Since then the firm has added GoFileRoom. That, plus the future-focused development focus of Thomson Reuters, has made a big impact for them.

"I think the most important impact that Thomson Reuters has made for us is the continual focus on the future. One thing that's pretty obvious in our industry is that it does move slowly, but it moves. We need our vendors and practitioners to move with it. And GoSystem Tax RS and GoFileRoom, with their continual focus on change and improvements — to the UI and internally within the system — well, I think it's a huge positive for the firm."

Increased profitability and improved processes are big reasons for that "huge positive," according to John.

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"Our profitability has increased, to say the least, because of GoFileRoom and GoSystem Tax RS. We have efficiencies because of them."

— John Bartlett

**FIRM**
**Andersen Tax**
John Bartlett, Technology Manager

**ABOUT**
Located in Washington, D.C., Andersen Tax is one of the largest independent tax firms in the United States.

**WEBSITE**
You can lean more about the firm and the services they offer at **andersentax.com**.

**THOMSON REUTERS SOFTWARE**
The firm uses GoFileRoom® and GoSystem® Tax RS.

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"The profitability for the firm is directly tied to the time spent by our staff and managers. If they have to take ten hours to process an individual return in paper but four hours in paperless, that in itself is an efficiency. Thereby, we can continue moving forward in a profitability standpoint, too. It allows our people to do more work and get more clients. It also allows us to focus on what's really important — serving the clients, not actually processing the returns. When we allow practitioners to move through the process fast, they can make sure their clients' needs get met."

On a personal level, John is happy with how much easier GoFileRoom and GoSystem Tax RS have made his life from an administrative perspective.

"There's less need for us to get into the system. We heave to create new users, but as far as actually working in the program, we rarely have to get involved.

It has allowed us to have more control over individual issues. We can solve most of the issues related to access and processing ourselves rather than have to go to Thomson Reuters and have them help us."

And since John believes GoFileRoom and GoSystem Tax RS are some of the best software programs out there, he doesn't have any problem recommending them.

"I would reccommend GoFileRoom for firms that are willing to take on the challenge of a new methodology, since you have to think about the way you do things.

"And I would easily recommend GoSystem Tax RS. The user interface is easy for new staff to understand, and it's consistent for current staff. No other solution comes anywhere close to it."

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"GoFileRoom has pretty much changed the way our industry, at least from our perspective, processes tax returns."

— John Bartlett

To learn more about GoFileRoom, visit **tax.tr.com/gofileroom** To learn more about GoSystemTax RS**,** visit **tax.tr.com/gosystemtax**

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