

# The Must Have Application Stack



## About Brian Tankersley @BFTCPA

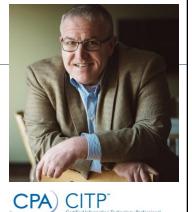
CPA, CITP, CGMA with three decades of Accounting and Technology business experience, including public accounting, industry, consulting, media, and education.

- Director, Strategic Relationships, K2 Enterprises (k2e.com) (2005-present)
   Delivered presentations in 48 US states, Canada, and Bermuda.
- <u>Freelance Writer</u> for accounting industry media outlets such as AccountingWeb and CPA Practice Advisor (2015-present)
- <u>Podcast Host, The Technology Lab for CPA Practice Advisor</u>, 2020-present
- Author, 2014-2021 CPA Firm Operations and Technology Survey
- Director, Strategic Relationships / Instructor, Yaeger CPA Review (2017-present)
- <u>Publisher</u>, CPATechBlog.com (2004-present)
- <u>Technology Editor</u>, The CPA Practice Advisor (CPAPracAdvisor.com) (2010-2014)
- Selected nine times as a "Top 25 Thought Leader in Public Accounting Technology" by *The CPA Practice Advisor*.
- 2012 and 2009 Outstanding Discussion Leader Award, TN Society of CPAs
- Author of numerous articles and have direct consulting experience with and for numerous organizations such as software vendors and CPA Firms.
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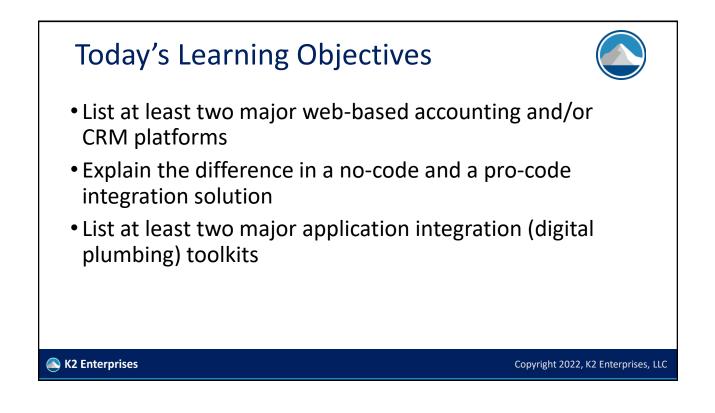
# Description

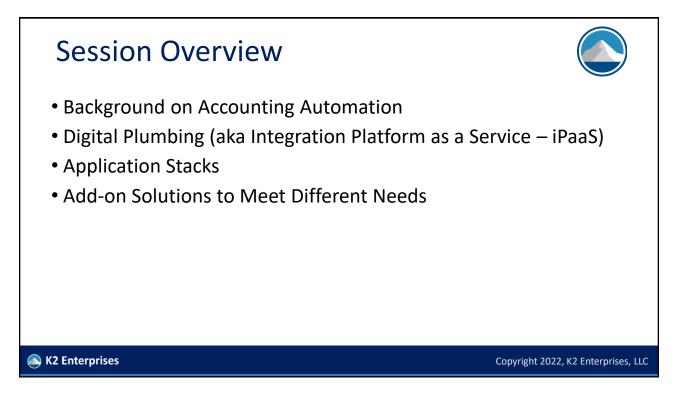
As applications migrate from on-premises software to online platforms, it becomes more critical that accounting professionals identify and deploy tools which make their work more effective. Unfortunately, integrating these cloud-based platforms requires third-party services and some configuration. This session will discuss major small business platforms (accounting, CRM, etc.) as well as provide an overview of digital plumbing tools which integrate data between these platforms.

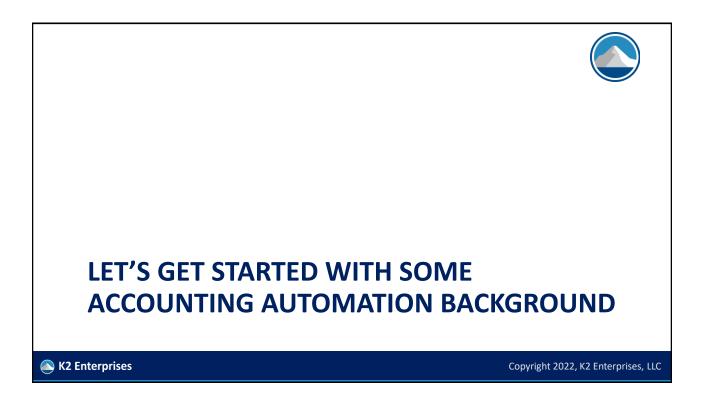


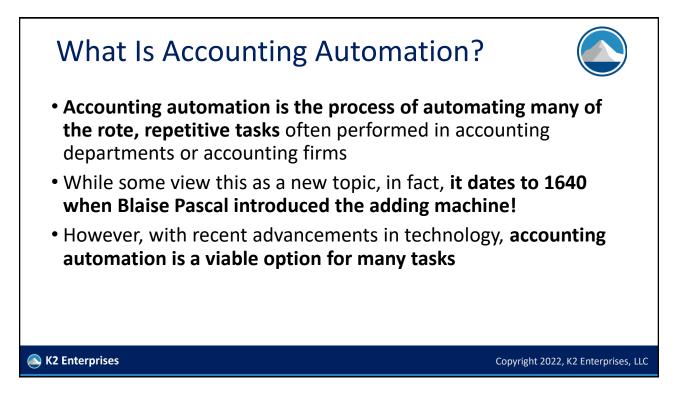


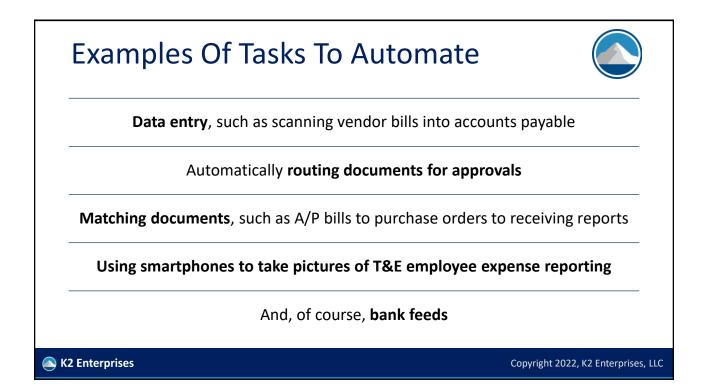
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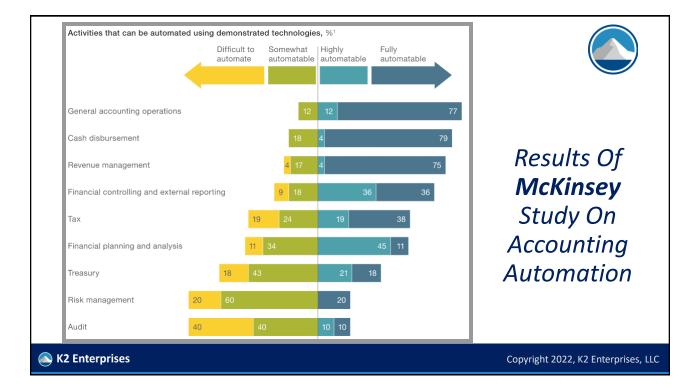


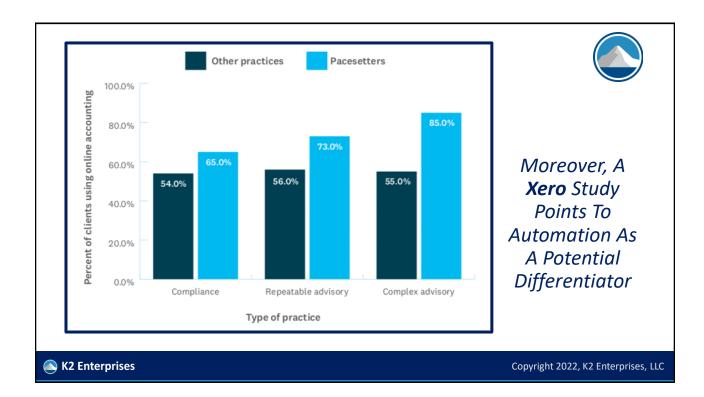


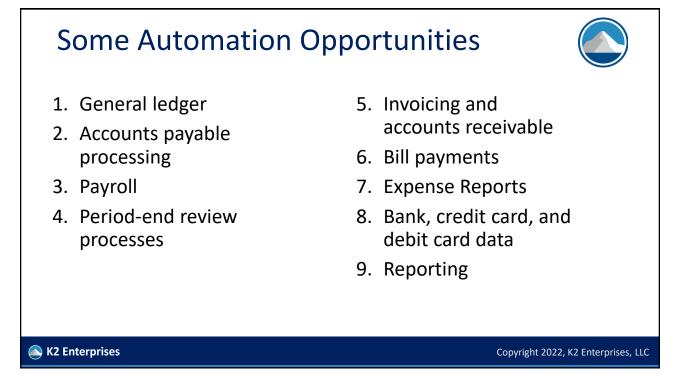












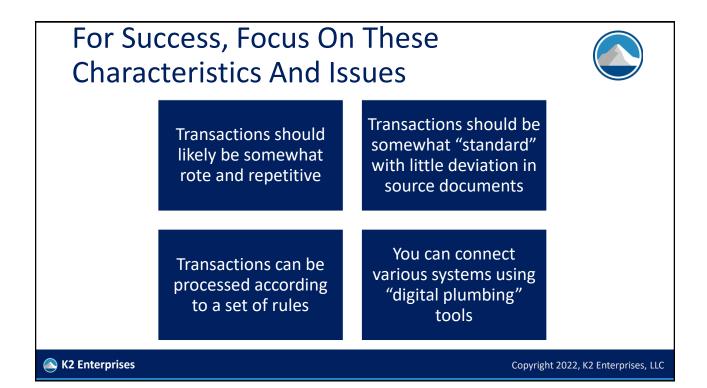
# **Accounting Automation Benefits**



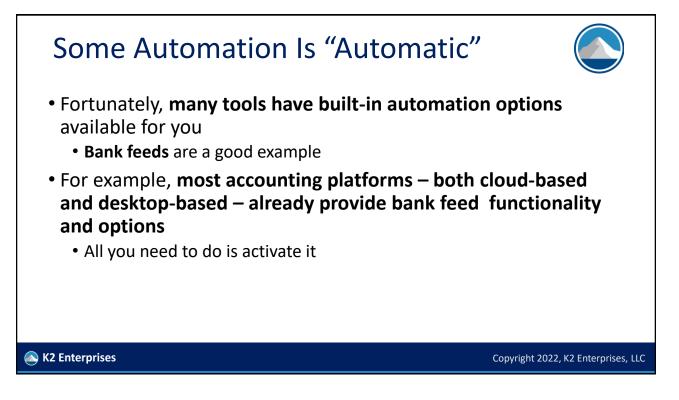
- 1. Time savings
- 2. Improved margins
- 3. Better accuracy
- 4. Quicker turnaround times
- 5. Improved customer/client service
- 6. Helps to "upskill" team members
- 7. Real-time or very near realtime decisions
- 8. Improved team member availability and accessibility

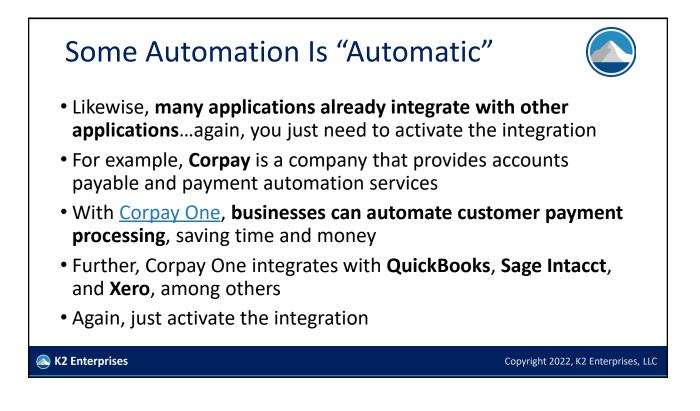
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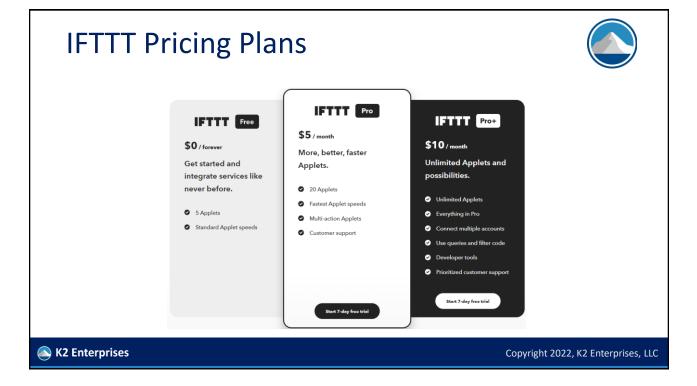
# IFTTT



- Simple, easy to use solution for linking data between multiple platforms, sending notifications, and initiating events
- For example, you can use IFTTT to automatically generate an email anytime you receive a payment via Square
- Similarly, you can use IFTTT to automatically download all transactions from Stripe into a Google spreadsheet

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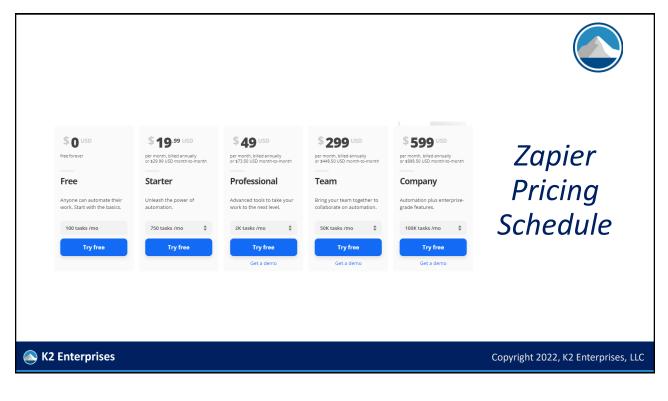
# Zapier

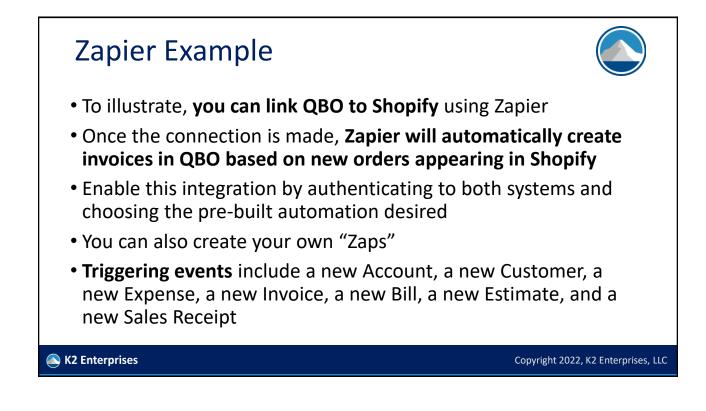


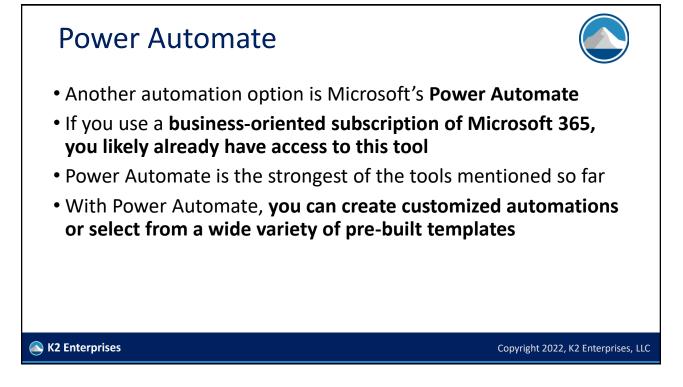
- Zapier is another simple yet very powerful tool you can use to link systems together and generate notifications
- Zapier integrates with many "business-oriented" tools and apps
- Some examples include
  - AccountingSuite
  - Sage Accounting
  - QuickBooks Online
  - Wave Accounting
  - Xero

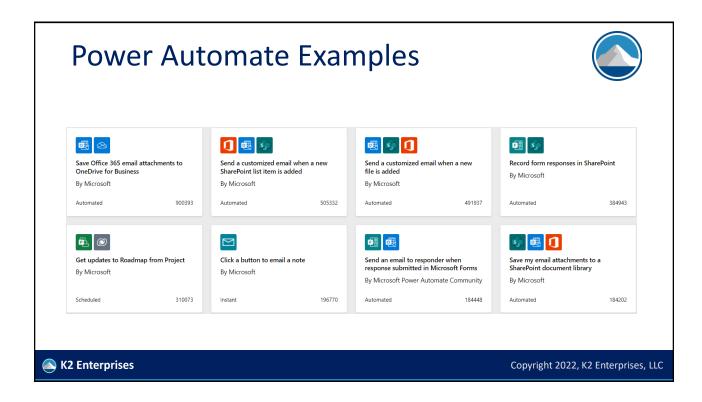
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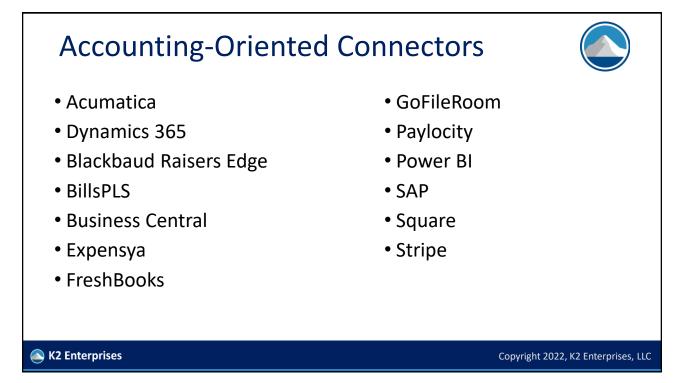
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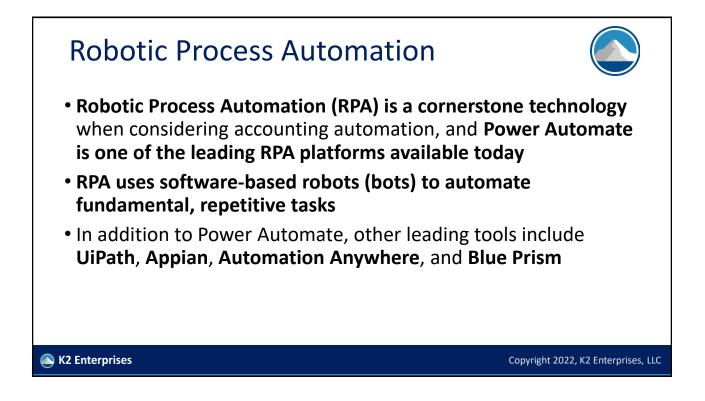




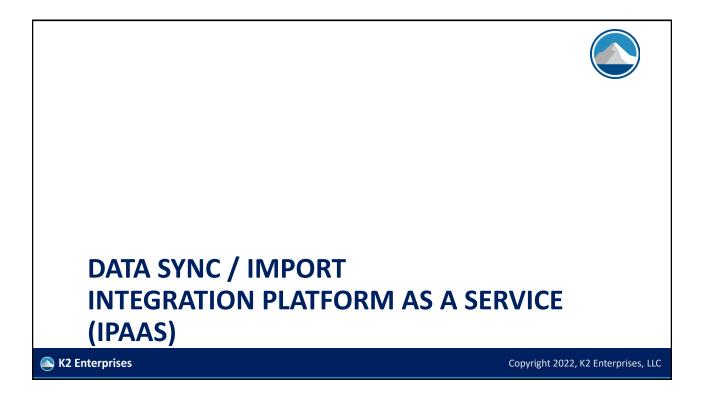








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# How Do I Sync My Data With The Accounting Software And Other Tools I Use?

- Manually, with reports and journal entries, and a monthly reconciliation
- Use import/export tools like <u>Transaction Pro</u>, <u>Business Importer</u>, or <u>Big Red</u> <u>Consulting</u>, or use batch import tools/screens in the accounting application
   Can use Power Query in Excel to automate data cleanup from exported reports
- Employ pre-built integrations provided by a vendor or a solution provider
- Subscribe to an Integration Platform as a Service (iPaaS) provider like Zapier, OneSaas, or others
- Write your own interface using the product's software development kit (SDK – usually on desktop products) or its application program interface (API – usually on cloud solutions)

### Synchronizing Data Between Cloud Apps Is Often Harder Than With On-Premises Solutions



### **On-Premises**

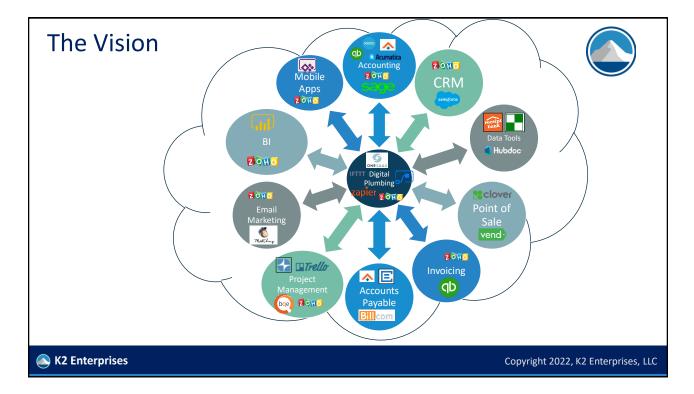
- Traditionally done through API/SDK with very few limitations
- Some use database calls (e.g. DDE, ODBC)
- Have the option to use supported and unsupported methods of interfacing data
- Updates can be delayed if they break an integration
- The user can be made an administrator on the local server, the database engine, the application, and the local computer, so access
   is virtually unlimited

### Online

- The scope of the content available is usually limited, and users need to be sophisticated to create / maintain interfaces
- DDE, ODBC generally not available since database is on a remote server
- Remote server is secured and root access not possible, so must use only supported methods
- Updates are made on the publisher's schedule, and may break your add-in
- Current offerings have limited breadth and depth, but are growing rapidly into effective tools for integrators

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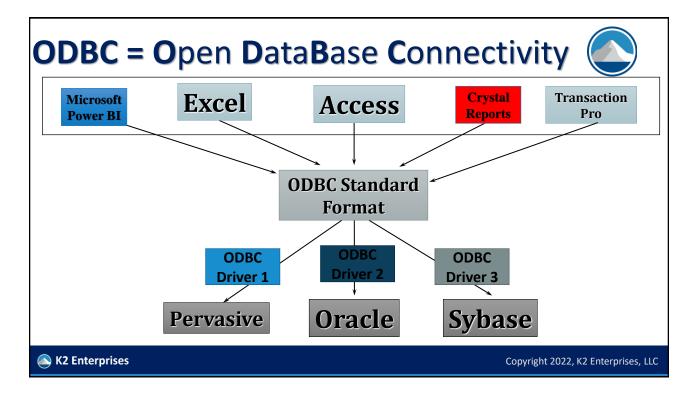
# Key Terms For Digital Plumbing -ODBC



- Open standard developed by SQL Access Group in 1992
- ODBC is a standard middleware API for accessing database management systems (DBMS). The designers of ODBC aimed to make it independent of database systems and operating systems
- ODBC uses a standardized command language to communicate with a translator called an ODBC driver. This ODBC driver functions like a human translator, converting commands and data between the database itself and the program/application making the request into languages and formats each understands

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# ODBC

- All modern desktop application databases are ODBC compliant – just need the driver
- Most G/Ls are ODBC compliant
- Microsoft Office has been ODBC compliant since 1997
- Some of the databases used by accounting software apps include:
  - QuickBooks desktop (Windows) is on Sybase SQL
  - Sage 50 US Pervasive SQL
  - Dynamics GP Microsoft SQL
  - Sage 300 ERP Microsoft SQL, Pervasive SQL, or Oracle

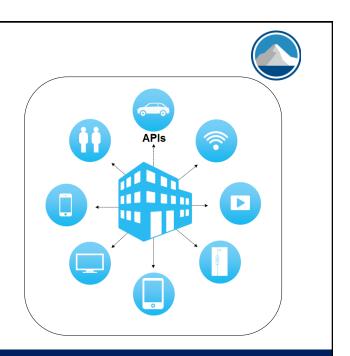
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# Key Terms

### **API = Application Programing Interface**

- A set of routines, protocols, and interfaces for building software applications; most commonly used on cloudbased applications
- APIs define interfaces which can be used to import/export data to/from a solution
- API's use different styles to communicate with applications, with names like SOAP (Simple Object Access Protocol) and REST (Representational State Transfer)
- An API and the related documentation are usually required for third-parties to create custom software solutions or add-on products which work with a program



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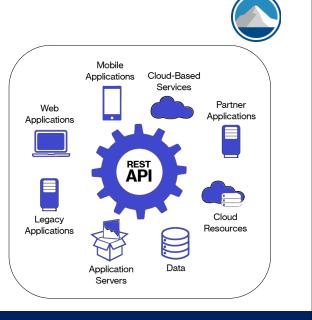
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# Key Terms

### **RESTful API**

- (REST = REpresentational State Transfer)
- A RESTful API is a modern web-services oriented application programming interface which facilitates requests, queries, and posting of transactions between two systems
- RESTful API's are commonly used by cloud applications to communicate requests and data responses with third-party solutions
- Once understood, authorized users can employ REST commands to gain access to the data needed to solve a problem, automate an interface, create an Excel analysis, or create a report

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# Key Terms

### SDK = Software Development Kit

- An SDK is a set of software development tools, interfaces, and documentation which are used to create applications for a software package or operating system
- While SDK's are generally designed for use by programmers, they are also frequently used by extracting data from applications for custom, ad hoc analysis
- Tools for data analysis commonly use the application's SDK to get the data out of the related application into a report writer, a business analytics tool, or a spreadsheet for further manipulation



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# Key Terms

### iPaaS – Integration Platform as a Service

- Integration Platform as a Service represents a tool which extracts data from one application and writes it to another application using an API
- Most iPaaS providers store logins, API keys, and transactions logs of what they have done, but do not store data (although there are exceptions)
- Some iPaaS providers provide advanced users with customization capabilities

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# **Application Stack Needs**

- Sales/marketing tools (e.g. CRM, marketing)
- Accounting/ERP solution
- Payables
- E-Commerce/billing
- Sales tax/VAT
- E-mail, chat, and other communication tools
- Operations/project management tools
- HR platform/learning management system
- Digital plumbing (iPaaS) and integration platform
- Workflow app platform

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Examples	Of Application Stacks
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Category	Retail	Services 🗸	Manufacturing	HVAC/Plumbing
Sales	Square POS	Zoho CRM	Salesforce	Hubspot
Accounting/ERP	QBO	Zoho Books	AccountingSuite	Spire
Payables	CorPayOne	Bill.com	CorPay One	Yooz
E-Commerce/Billing	Shopify	Zoho Subscriptions	WooCommerce	BigCommerce
Sales Tax/VAT	TaxJar	N/A	Avalara	Avalara
Communications	Google Workspace	Zoho One	Mailchimp/O365	Office 365
Ops/Project Mgt	Asana	Zoho Projects	Trello	FleldEdge
HR/LMS	Deputy	Zoho People	Sage People	Rippling
Digital Plumbing	MS Power Automate	Zoho Flow	Zapier	Webgility
Platform as a Service	Amazon Web Services	Rackspace	Microsoft Azure	Google Compute
Reporting/BI	Tableau	Zoho Analytics	Power BI	Power Bl
Workflow App Platform	Zoho Creator	Zoho Creator	<b>MS Power Apps</b>	MS PowerApps
Other	Zoho Inventory		AccountingSuite	FieldEdge





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# **DOCUMENT MANAGEMENT**

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# Document Management - Things To Consider

- Check-in and check-out
- Versioning
- Custom fields
- Integration with accounting, CRM, and business management tools
- Automated retrieval of statements and documents
- Data extraction from statements and documents with import into accounting solutions
- Workflow management/approvals for firms and clients

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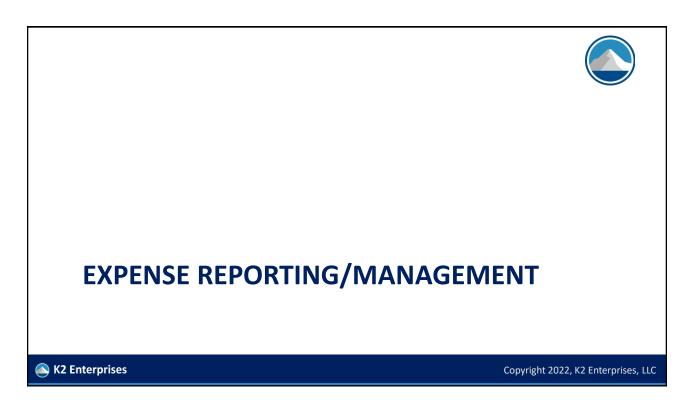
# **Document Management Solutions**

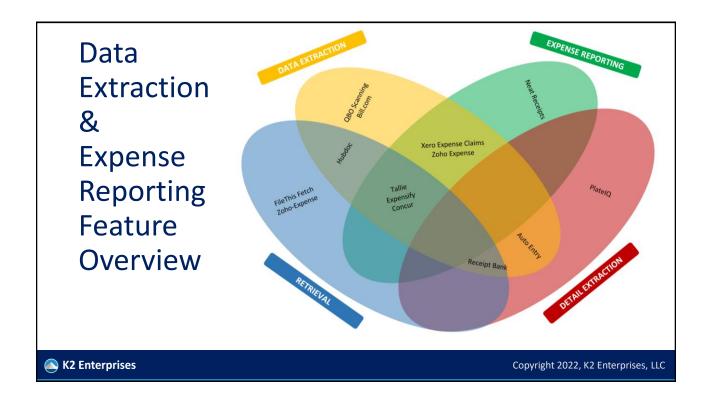
- <u>DocuXplorer</u> (on-premises; QBD)
- <u>Hubdoc</u> (cloud; QBO, Xero, Bill.com)
- Neat (on-premises or cloud; QBO, QBD,
- SmartVault (cloud; QBO, QBD, FreshBooks, Xero, Intuit tax apps)

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• Auto-Entry (cloud; Sage 50 (US/CAN), Xero, QBO)

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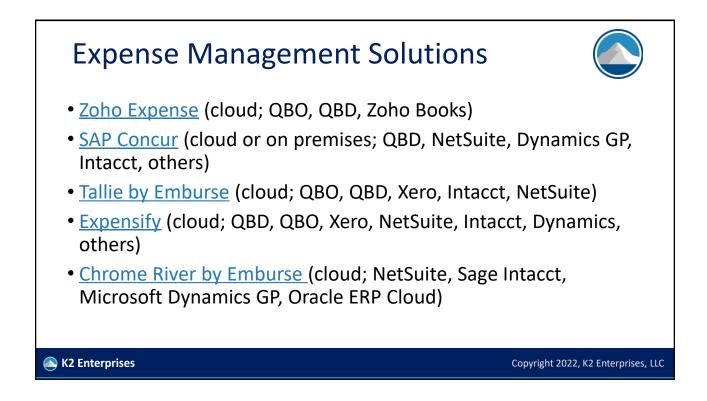


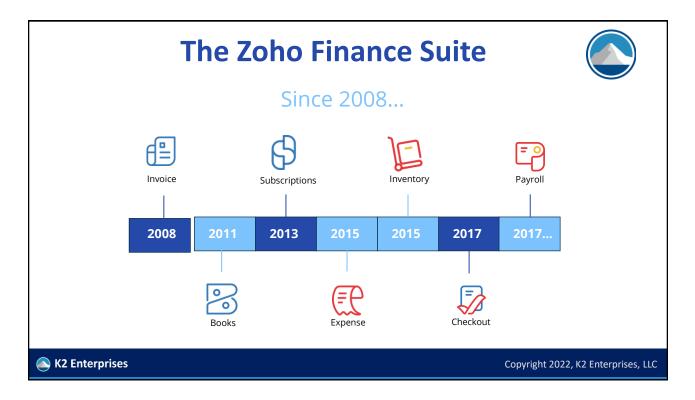


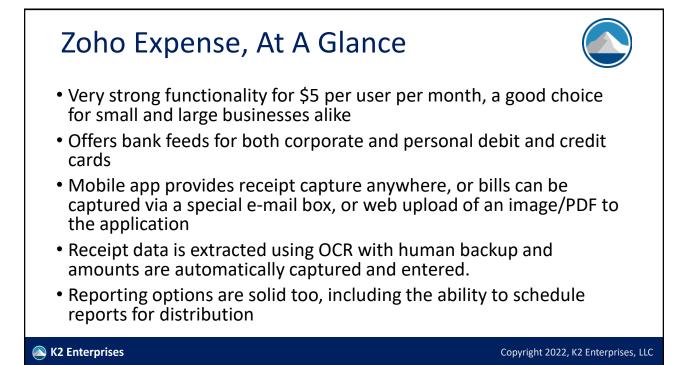
# Expense Management – Things To Consider

- Credit card data feeds for corporate and personal credit cards
- Expenses can be tagged as paid with corporate or personal card
- Mobile app with receipt capture and OCR
- Data extraction from scanned receipts and import into accounting
- Approval workflows
- Bank transfer payment of amounts due
- Custom field support (jobs, accounts, etc.)
- Integration with accounting solutions

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# **Strengths And Potential Issues**

### STRENGTHS

- Surprisingly sophisticated functionality in the entire suite, an "easy add" for most organizations
- Very affordable, very customizable/configurable solution to meet the needs of many businesses
- Outstanding ecosystem of "native" apps for integrations

### **POTENTIAL ISSUES**

- Most new users will require training
- The ability to integrate with some programming is unparalleled, but relatively few pre-built integrations exist

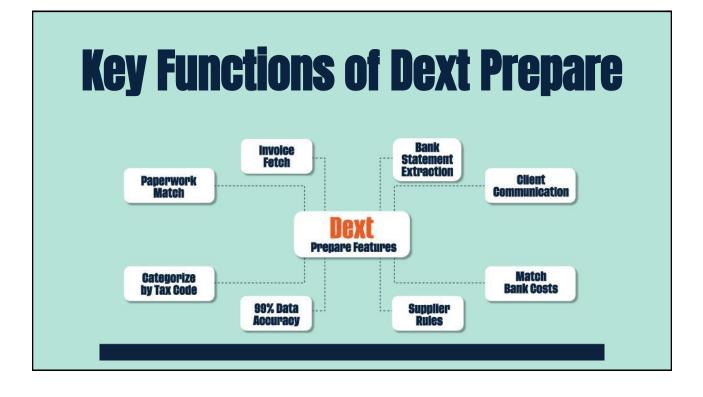
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# OCR/Data Extraction Tools For Documents/Receipts

- <u>Sage AutoEntry</u>
- <u>Receipt Bank</u>
- 1Tap Receipts by Receipt Bank
- <u>PlateIQ</u>
- <u>Wave Receipts</u>
- Many A/P automation tools also have modules which can extract the structured data of an invoice from scanned images of the invoice

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# **Dext** Precision

The best reports come from data you can trust.

**Dext Precision** takes all of the data you or your client have fed into Xero or QuickBooks Online and alerts you to any discrepancies, so you know you're starting from a place of accuracy.

Plus it's loaded with features to improve insights, workflow and more.



# Effective Reporting Starts with Accurate Data



### **Improve Data Quality** From onboarding to reporting.

### Streamline Processes From bookkeeping to year-end accounts.

**Provide Insight** For your clients and for your practice.

# **Key Functions of Dext Precision**



(4)

### Clean, reliable data

Get instant alerts to discrepancies such as missing and bad data, as well as being able to track changes and complete backchecks.

### **Real time insights**

Accurate figures available in real time, with the ability to turn them into reports, enables your team to offer clients more valuable advisory services.



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### **Client Health Scores**

Data Precision's Health Score lets you see the true state of a client's data, so you can price based on the data you have to work with – including any gaps you need to fill.

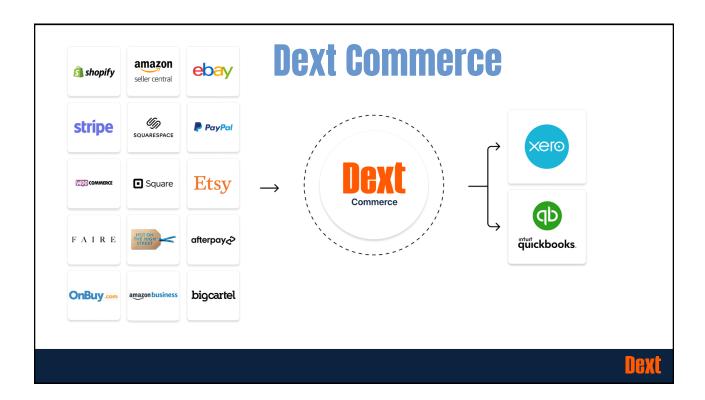


### **Efficient workflows**

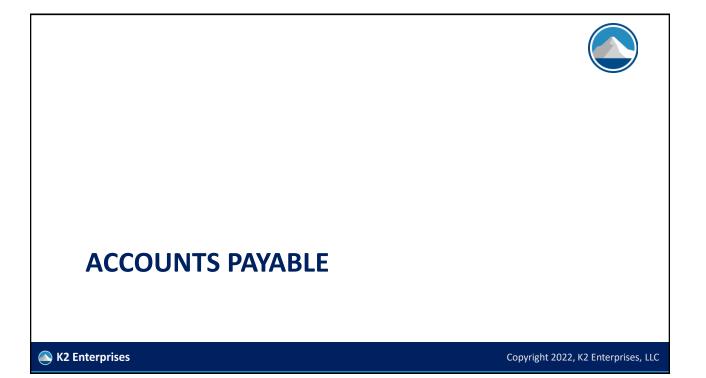
Customise workflows to your needs, then assign them to team members. Create templates and repeat flows, and schedule them to run as often as you need.

Everything you need in one place: cleanup metrics, Health Scores, dates, tags, and Client sales activity.

Activity dashboards







# Accounts Payable – Things To Consider

- Invoice scanning options (upload, mobile photo, scanner, e-mail, fax)
- Invoice data extraction (what is available, is there a charge for having the service enter data)
- Integrations with accounting and other solutions
- What is the payment process (e.g. you pay or service provider pays)
- Bank integrations supported
- Fee structure (monthly, per transaction, etc.)
- VAT (GST/HST) data extraction and tracking (outside USA)

# **Accounts Payable - Solutions**



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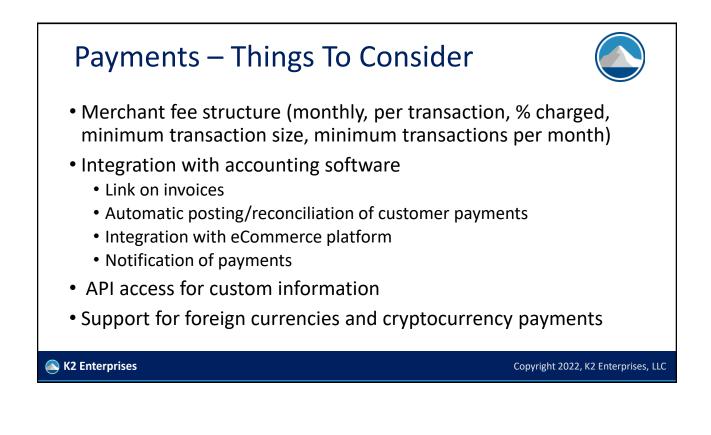
- <u>AvidXchange</u> (cloud; QBO, NetSuite, Acumatica, Intacct, Sage 300, Sage 100 Contractor, Sage 300 Construction/RE, Dynamics GP, Open Systems, SAP, JD Edwards, many more)
- <u>Bill.com</u> (cloud; QBO, QBD, Xero, NetSuite, Intacct)
- <u>Checkbook.IO</u> (cloud; digital check writing only)

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 PAYMENTS

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# **POINT OF SALE**

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# Point Of Sale Solutions



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- <u>Lightspeed</u> (cloud/iOS/Android) Best fit: smaller restaurants or larger retail businesses, multi-channel commerce
- <u>Square</u> (Mobile) Best fit: small, low-volume businesses, eCommerce
- <u>Revel</u> (cloud-based) Best fit: large & multi-location businesses
- <u>Vend</u> (cloud-based) Best fit: small-to-medium retail
- ShopKeep (pad-based)- Best fit: small QSR or specialty retail

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# CRM – Things To Consider



- Integration with other apps (order entry, e-mails, AR balances, credit limits, inventory levels, etc.)
- Workflow management and automatic messages (e.g. DRIP campaigns, follow-up messages, order confirms, thank yous, etc.)
- Mobile access to customer notes and other data
- Calendar integration and prompting to add a record after a call or an appointment
- Telephone integration and automatic dialing of customers
- Configurable event triggers to help facilitate timely follow-up
- Customizable fields, templates, and processes to fit your unique needs

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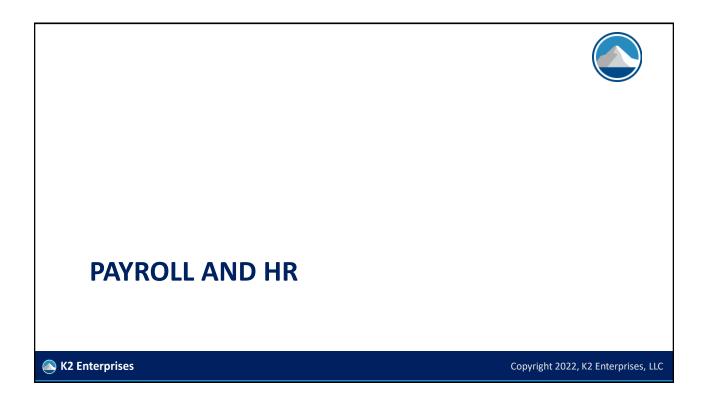
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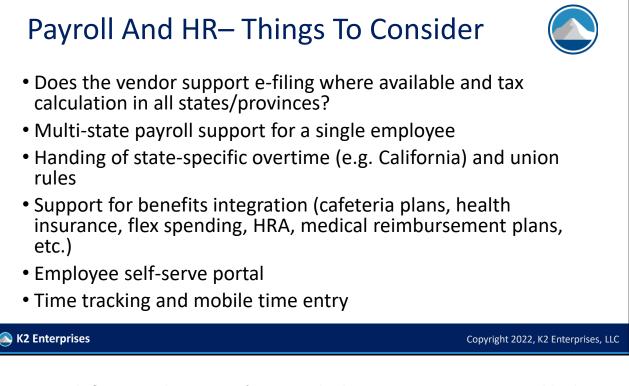
# **CRM Solutions**

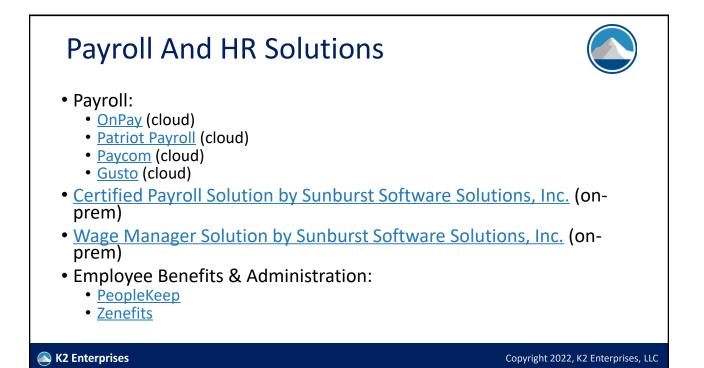
- DoMore CRM
- <u>Method CRM</u>
- <u>Results CRM</u>
- <u>Salesforce</u>
- Zoho CRM

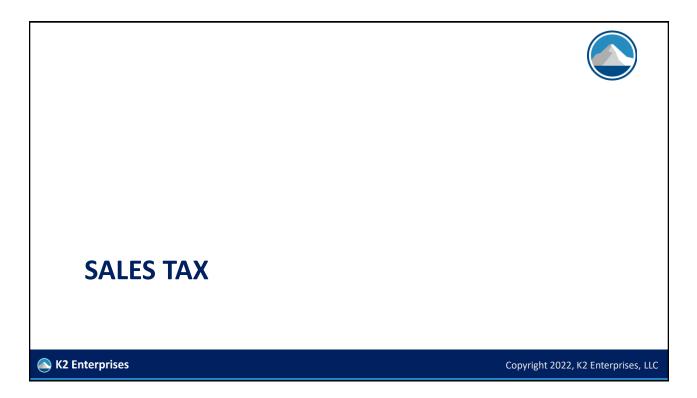


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# Sales Tax – Things To Consider

- Geolocation of jurisdictions and update of rates, or is it done by zip code?
- How often are rates updated?
- Do they support all states/jurisdictions?
- Can you print paper forms to be filed with your state?
- Support for economic nexus (e.g. pay tax based on destination, not origin)
- Outsourced preparation and filing available?
- Is electronic filing and remittance available?
- Does their solution integrate with your accounting/ERP package and e-commerce package?

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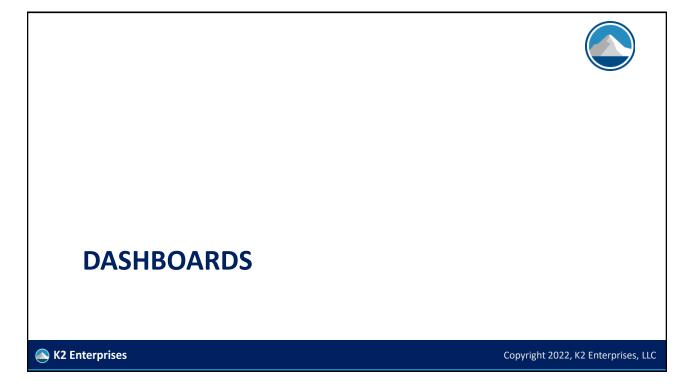
# Sales Tax - Solutions

- Avalara
- <u>Sovos</u>
- <u>TaxJar</u>
- <u>Vertex Cloud Indirect Tax</u>

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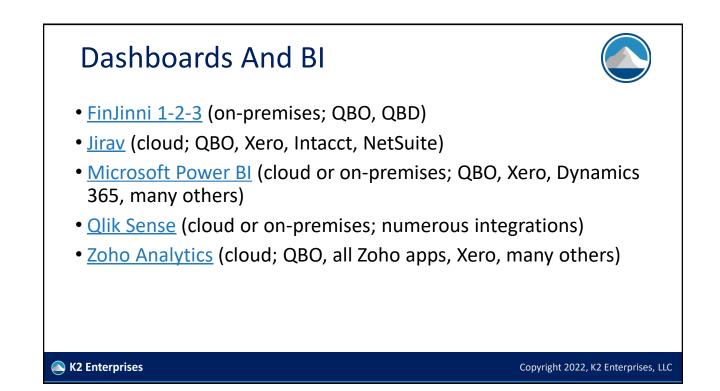
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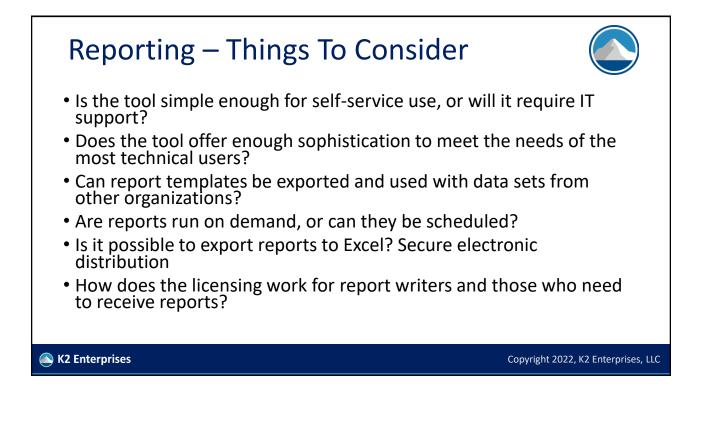


# Dashboards – Things To Consider

- Does the tool integrate with your accounting, operations, CRM, and other systems in real time? If not, how often does it update?
- Are the integrations manual or are they automated?
- Are event triggers available when metrics are outside of pre-defined standards?
- Does the application allow dashboards to be created with data from different companies and shared with outside users (clients/board)?
- Are the reports filterable in a Web browser or on a mobile device?
- Does the product come with pre-built dashboard templates for the company's software packages? Are specific industry templates available?







# **Reporting - Solutions**

- Fathom (cloud; QBO, Xero, MYOB)
- My Business Manager eze (cloud; QBO, QBD, Xero, some Sage)
- <u>QQube</u> (on-premises; QBD)
- Qvinci (on-premises; QBO, QBD, Xero)



# **BUDGETING/FORECASTING**

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# Budgeting/Forecasting – Things To Consider



- How many budgets/forecasts can you have?
- Can you create a budget based on last year's budget? Based on last year's actual?
- Can data be imported from Excel?
- What filters can be used to create budgets (customers, profit centers, jobs/projects)?
- How are budget/actual reports created?
- Can you budget and report on non-financial KPI's (FTEs, sales/sq. ft., etc.)
- Are dashboards supported?

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