

ICAEW Accredited Products Scheme
Practice Management Software Evaluation

IRIS Software Limited

IRIS Practice Management 8.4.5



Evaluation carried out by: IT Evaluation Services

Date completed: June 2005

Signed: υ Πιδγειον

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1. Summary

1.1 Introduction

A practice management software system is a tool used to help manage an accounting practice. The intention is to streamline daily processes, and automating as much as possible whilst not losing any important information.

The practice management software should not only work towards providing an efficient, profit making day to day business but also should contribute towards the growth of the business. Using the central information held within the system means better management of clients and helps provide improved services and the ability to target clients appropriately for new services.

1.2 Concept of software under evaluation

Fundamentally good practice management software should:

- be able to constantly monitor practice workflow
- improve practice productivity
- free up partners' and managers' time
- improve cash flow
- track communications with clients

It is also desirable that good practice management software should:

- be easy to learn, understand and operate.
- make best practical use of available resources.
- accommodate limited changes to reflect specific user requirements.

It is essential, when software is implemented, for appropriate support and training to be available.

2. Approach to evaluation

2.1 Objective

To evaluate IRIS Practice Management version 8.4.5 against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Practice Management Software, as laid down in the introduction, Page 3.

2.2 Approach, including work performed

For this evaluation the ICAEW Functional Requirements Questionnaire was used. In order to effectively evaluate IRIS Practice Management version 8.4.5, IRIS Software Limited completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the IRIS office in Datchet, Berkshire and checked the answers by running the program with the assistance of a member of their technical staff. The questions were individually reviewed and the majority of assessments were confirmed.

Once the questionnaire had been completed, the draft report was prepared and submitted to IRIS Software Ltd and the ICAEW for approval before completion.

2.3 Software and Hardware utilised

The hardware used was a Sony portable with a Pentium 4 Processor, 2.81GHz with 512M RAM and 28GB hard disk running under Microsoft Windows XP Professional with Service Pack 2. The multi-user version was tested with two PCs connected onto a network. The Software used was IRIS Practice Management version 8.4.5.

2.4 Report structure

The report has been broken down into its main constituents in the contents page. The evaluation questionnaire was provided by the ICAEW and has been used without alteration or amendment.

3. Matters to consider before purchase

3.1 General overview

IRIS Practice Management is designed to meet the needs of professional accountants in practice. It provides for efficiency of operation, accuracy of information and recommended best practice.

The ICAEW software evaluation exercise has been developed to cover a wide range of practice management software and there may be areas in the evaluation, which show up possible weaknesses in IRIS Practice Management version 8.4.5. These possible weaknesses should be taken into context with the potential market for this product, and in most cases would therefore not be applicable.

3.2 Supplier Background

Transaction Technology was founded in 1978. The first version of IRIS - Incomplete Records Information System - was developed for accountancy practices in 1980 and significantly enhanced in readiness for the Companies Act 1981. A time and fees system soon followed and several hundred practices purchased the software during the 1980's. The IRIS range of software expanded to embrace taxation and was continually developed to keep pace with the changing needs of operating systems, legislation and the profession.

A group structure was created in 1996 when the IRIS business was transferred into one of two trading subsidiaries and created Transaction Technology (Software) Limited. In October 2000 Lloyds TSB Development Capital Limited (LDC) made a major investment in the Transaction Technology Group.

Over the past 5 years, turnover from IRIS products has grown by 20% per annum. This growth has been both profitable and cash generative thus funding further investment in the IRIS product suite. In November 2001 Transaction Technology Limited changed its name to IRIS Group Limited and Transaction Technology (Software) Limited became IRIS Software Limited.

In July 2004, Hg Capital supported a Management Buyout of IRIS. With an ever increasing number of satisfied customers, increasing recognition of the technical excellence of IRIS Software in independent surveys and the financial strength and stability of the IRIS Group, users should be confident that IRIS can finance future software development and support to the present high standard for many years to come.

3.3 Product background and suitability for user

The IRIS Practice Management suite consists of three products: Time and Fees, Practice Management and AutoMail. Each can be purchased and used separately with the IRIS Central Client Database, however IRIS claim that maximum benefit is gained from using the three products together with the rest of the IRIS Modules (including Accounts Production, Personal Tax etc). All three products are covered in this evaluation.

Time and Fees

The IRIS Time and Fees system has an easy to use timesheet-input screen that every user can access directly. This is a spreadsheet style screen that each user can modify to show the columns as they wish to see them. There are various levels on how the time can be input, this can later be used for reporting and analysing the information.

The features available in IRIS Time and Fees are extensive and each business can utilise those functions that are appropriate for them to maximise efficiency. Some of these features include: client and/or job budgets; comprehensive on-screen enquiries and reports; on-screen billing with an authorisation facility (with the Practice Management Product); fee documents generated and edited in Word; standing orders; cash and ordinary VAT accounting on invoices and receipts; authorisation procedures for updating the ledgers and cost and charge rates.

Practice Management

The IRIS Practice Management module can be used on its own but by using it with the other IRIS products a lot more of the features can be automated. Features within Practice Management include: job planning and workflow to monitor the progression of jobs; data mining that uses information from the database to be queried upon and communication tracking to track the outputs from within IRIS such as letters out of AutoMail and reports out of Accounts Production, Personal Tax, Business Tax and Company Secretarial, it is also possible to track calls and external documents.

AutoMail

AutoMail is a letter/document generating package using Microsoft Word. The letters used within IRIS can be one of the 70+ templates that are issued with the system, or be-spoke letters that can be set up.

Using AutoMail with the other IRIS modules provides the added benefit of knowing when letters should be generated. For example, the cover letters to go with the checklist or with the final tax return.

Where possible the IRIS database fields are used to populate the letter and personalise it for each client or marketing prospect making it easy to produce bulk or single letters in a short space of time.

3.4 Typical implementation

IRIS Practice Management is one of a range of software packages aimed at accounting practices produced by IRIS Software Ltd. The core of the product range is the central client database to which the various packages integrate. This evaluation covers only the Practice Management products, incorporating Time and Fees and AutoMail but others in the range are Accounts Production, Company Secretarial, Personal Tax, Partnership Tax, and Bookkeeping.

Typical users range from single practitioners to multi-branch practices with many practices using several IRIS products.

3.7 Software and hardware specifications

Development environment

The Package is developed in C++ and uses Btrieve/Pervasive.SQL database at present. A MS SQL Server database is under development.

Network requirements

Peer to Peer (P2P)

While P2P has the advantage of being inexpensive, it has the disadvantage of poor performance. IRIS Software recommends a maximum of 5 machines should be connected to P2P.

Client Server

IRIS recommends Windows 2003 Server or 2000 Server. Small Business (SBS) versions of these operating systems may not always be suitable for deployment in a Multi-Server environment.

NB: IRIS does not support the use of Linux or Novell servers.

Workstation requirements

IRIS recommends Windows XP Professional and, as a guide, they suggest the following hardware specification or higher:-

Windows XP Pro or Windows 2000

Pentium P3 800Mhz+ with 256/512MB RAM.

Minimum 800x600 screen resolution.

Programs typically take about 200Mb disk

A large data set with up to 1,000 clients and multiple years will probably not take more than a few hundred megabytes of disk.

A suitable facility to make regular backups of data is also required.

3.6 Software availability, installation and support

The IRIS packages are licensed only directly through IRIS Software Ltd and IRIS provide all the necessary support and training of users. For simple installations the user can install the product themselves but for network installations IRIS will normally install the product.

Training is recommended and is also available directly from IRIS either at their office, the users office or at a convenient local venue. Typical training for Practice Management is initially one day with a further one-day follow up session later.

The yearly licence fee includes legislation and other product updates, the continuing right to use the product and the services of the IRIS support team.

3.7 Points to consider by potential purchasers

No archiving

Backup/recovery procedures must be provided outside of the package

No single system log of activity but most changes are recorded in various places

No web based access

Multi-company not supported

History of master file changes optional

Cannot set up more than 1 time unit but can use hours & minutes
No automatic alert to staff for missing timesheets
No WIP provisions can be made
Reasons for fee write-offs optional
Bill/fee note numbers cannot be reserved
No data import facility except for timesheets
External data and ODBC connections not available – the MS SQL version under development will offer full access to the whole data set
Budgets cannot be set for staff only for clients
No formal report generator but new reports can be based on existing formats
No controls for duplicated documents
No automatic recording of telephone calls or emails, although these can be logged manually
No staff diary but staff control panel shows allocated tasks
No real prospect management system but contacts can be set as non-clients
No XML standards for input/output
Source code not stored in Escrow

4.0 Evaluation conclusion

There were no areas in the evaluation that gave concern. IRIS Practice Management version 8.4.5 is a well designed practice management package that has been competently written and is supported by IRIS directly.

In terms of the functionality that is present in the current version and the target market for this product (accounting practices of small to medium sized), the product has been adequately specified. It is relatively easy to use and learn and flexible in its approach, with the ability for users to adapt reports, timesheets, invoices and letter formats for their requirements.

See section 3.7 for points and further issues that should be considered before purchasing the package.

Disclaimer

Any organisation considering the purchase of IRIS Practice Management Version 8.4.5 should consider their requirements in the light of proposals from IRIS Software Limited and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW cannot accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product: IRIS Practice Management Version: 8.4.5

| Question | Supplier Response | Evaluation confirmation |
|-----------------|--------------------------|--------------------------------|
|-----------------|--------------------------|--------------------------------|

5.1 Security

| | | |
|---|--|---|
| 1 Are different levels of privileges provided to control access? | Yes | Confirmed |
| 2 Can this level of security be made appropriate for each expected level of user/practice using the software? | Yes | Confirmed |
| 3 Can each user have a personal password? | Yes | Confirmed |
| 4 Can a report be produced detailing all current users and their authority levels? | Yes | Confirmed |
| 5 Do the security features cover: i) System access? ii) Feature access? iii) Database field access? iv) Master file changes? v) Standing data? | Yes Yes Yes, to a vast list of fields including: cost rates & values, charge rates & values, confidential clients, ability to draft & authorise bill, updating WIP with timesheets, creating clients, amending charge/cost rates, ability to access time & fees at all then client budgets & some reports. Yes Yes | Confirmed Confirmed Confirmed Confirmed Confirmed |
| 6 Does security allow for read and read/write access to be specified separately? | Yes | Confirmed |
| 7 Can the menus be tailored by the software house or an educated user so that an individual user can only access those functions they | The menus will only provide access to those areas of the system to which the user has access. Other options either not shown or greyed out. | Confirmed |

Functional requirements questionnaire
Product: IRIS Practice Management Version: 8.4.5

| Question | Supplier Response | Evaluation confirmation |
|---|--|-------------------------|
| are authorised to access? | | |
| 8 Are there specific security procedures (by passwords or warnings) over the: | | |
| i) Update of ledgers? | Only authorised users. | Confirmed |
| ii) Closing of accounting periods? | Only authorised users. | Confirmed |
| iii) Closing of timesheet periods? | Only authorised users. | Confirmed |
| iv) Deletion or archiving data? | Deletion by authorised users only, no archiving. | Confirmed |
| 9 Is there a clear indication in the system or manuals as to how the data is backed-up and recovered? | No, backing up of data is the responsibility of the user. IRIS recommends users have a good backup facility. IRIS provides fact sheets and advice on files required for backup/recovery. | Confirmed |
| 10 How is this provided: - | | |
| i) Within the software application? | No | Confirmed |
| ii) Within the operating system? | Yes. User selects (see 9 above). | Confirmed |
| iii) Are any of these procedures automatic? | No | Confirmed |
| iv) Is the user forced or prompted to back-up at certain intervals? | No | Confirmed |
| v) Can the intervals be customised? | No | Confirmed |
| vi) Do the recovery procedures work? | User decides on back-up methodology. | Confirmed |
| 11 Does the system facilitate recovery procedures in the event of system failure? (For example, roll back to the last | Yes. The time and fees system has a comprehensive repair utility that checks the integrity of the data and will ensure that the system is | Confirmed |

Functional requirements questionnaire
Product: IRIS Practice Management Version: 8.4.5

| Question | Supplier Response | Evaluation confirmation |
|---|---|---|
| completed transaction). | in a consistent state. | |
| 12 If system failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure? | Depends on the nature of the failure. If the damage is out of the control of IRIS, for example, a lightening strike, then it is possible the user may loose some data. However as stated above the repair utility will ensure the system is as complete as it can be. | Confirmed |
| 13 Are there any features provided with the software to help track down processing problems? | There are integrity checks and lots of different reconciliation type reports to assist the user. | Confirmed |
| 14 Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions? | Yes | Confirmed |
| 15 Is there a system log which details: i) User activity? ii) Error messages? iii) Security violations? | Activity is recorded in several places but not in a single log. For example there is a log that shows of who is logged in, who did what when, and anyone who left the system illegally. No, but error messages shown on screen for data entry mistakes. No, but error messages shown on screen if the user try's to access or change field where they do not have permission. | Confirmed Confirmed Confirmed |
| 16 How does the system: i) Handle dates - (e.g. 2 digits, 4 digits)? ii) Are dates handled consistently throughout the software? | Either 2 or 4 digit years. Yes | Confirmed Confirmed |

Functional requirements questionnaire
Product: IRIS Practice Management Version: 8.4.5

| Question | Supplier Response | Evaluation confirmation |
|--|---|-------------------------|
| 17 What approach will the Software House take towards handling the EURO? | So far there has been little demand from the users to deal with Euros. Some IRIS applications already use Euros. Therefore when there is the demand for it, IRIS will put this into the Practice Management products. | Confirmed policy |
| 18 Web based products: - i) What web based security features apply when the user passes data to the host? ii) What levels of encryption can be \ are required to be pened when transactions \ data are passed across the www (40 bit, 128 bit)? iii) What forms of www addresses are used and what area of the product is used (HTTP, HTTPS)? | Practice Management is not currently web based. IRIS are working on moving their database over to SQL which will allow them to look further into this area. N/A N/A | Confirmed policy |

Functional requirements questionnaire
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| Question | Supplier Response | Evaluation confirmation |
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5.2 File maintenance

| | | |
|---|--|--|
| <p>1 Does the system provide input validation checks? (E.g. account number validation by displaying the underlying information relating to the account codes such as the description, completeness checks and format checks, i.e. checking that the information has been keyed in correctly).</p> | <p>Yes. All the input screens show you what you have entered giving the user chance to edit anything before committing the information to the system. Certain fields are mandatory. For example, the timesheet input screen.</p> | <p>Confirmed</p> |
| <p>2 Are input errors highlighted? Are they:</p> <p>i) Rejected and reported on screen?</p> <p>ii) Rejected and error reports generated?</p> <p>iii) Accepted and posted to suspense?</p> | <p>A posting will not be accepted if all the information is not entered. The user will be informed of this and can either correct the situation or abandon the posting.</p> <p>No</p> <p>No</p> | <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> |
| <p>3 Does the system prevent an account from being deleted whilst it is still active?</p> | <p>Yes.</p> | <p>Confirmed</p> |
| <p>4 Are there other constraints over the deletion of accounts? (E.g. movement during the year, associated sub-accounts).</p> | <p>Yes. To maintain the integrity of the information the user cannot normally delete items. For example, staff, clients.</p> <p>However if a user for example, under password control, does delete a client they will be warned and any information will be transferred to the nominated suspense account.</p> | <p>Confirmed</p> |

Functional requirements questionnaire
Product: IRIS Practice Management Version: 8.4.5

| Question | Supplier Response | Evaluation confirmation |
|---|--|-------------------------|
| 5 What is the length and scope of reference numbers Time Ledger, Fees Ledger, Workflow? | <p>There are various identifiers throughout the system that have a length defined (mostly 10 alphanumeric). All these lengths are based on the requirements of the user. They are fixed and cannot be changed, but the user does not have to fill the whole field.</p> <p>For example, the client identifier field is 10 alpha numeric characters long, but if they only want to use 6 this is fine.</p> | Confirmed |
| 6 Are reports available for users to identify all master file changes? | There a numerous reports in the system to help reconcile any changes. Some changes are recorded automatically others optionally. | Confirmed |
| 7 Can reports be invoked which identify the fields which have been modified? | As above. | Confirmed |
| 8 Would it be possible to show that these reports provide a complete record of all such changes? | Reports will identify what happened in the system and when. | Confirmed |
| 9 Do the reports show how the fields have been modified? (E.g. before and after). | The reports will monitor and show dates that things happened to assist the user. Before and after shown for main client information. | Confirmed |
| 10 If the system uses a lot of standing information which changes frequently or regularly, does the system: | | |
| i) Allow for such changes to be effected through the use of parameters or tables? | Yes | Confirmed |

Functional requirements questionnaire
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| Question | Supplier Response | Evaluation confirmation |
|--|---|-------------------------|
| ii) If so, is the use of such parameters or tables adequately reported? | The critical data changes are logged, however there are some that are not. | Confirmed |
| 11 Is proper control to be exercised over changes to such parameters? | Under password control. | Confirmed |
| 12 If so, how (e.g. through the use of system facilities such as passwords or by inspection of appropriate reports)? | Under password control. | Confirmed |
| 13 Does the system allow selective archiving of old data on a user-defined basis? | No archiving.. | Confirmed |
| 14 Can this data still be used by the report generator? | N/A | |
| 15 Can archived data be restored? | N/A | |
| 16 Are there password controls over the handling (retrieval/saving etc) of archived data? | N/A | |
| 17 Does the system include routines for recovery from abnormal termination (e.g. power cuts)? | Yes, as stated above there is a very comprehensive repair utility. The user does have to contact IRIS support to get a code to run this, so that the problem can be understood and that this is the best course of action (should be rare). | Confirmed |
| i) Are these automated? | | |
| ii) Do they put the system into a consistent state? | The repair will put the data back into a consistent state. | Confirmed |
| iii) How does it cope with any data loss? | In the rare circumstance that any data has been loss the system will ensure the remaining data is consistent and is providing sensible results. The process will run a report at the end and identify to the user the changes that have been made. | Confirmed |

Functional requirements questionnaire
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| Question | Supplier Response | Evaluation confirmation |
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5.3 Performance

| | | |
|---|---|-----------|
| 1 Can the same function (e.g. Posting timesheets) be used by more than one person at the same time? | Yes | Confirmed |
| 2 Can the software support: | | |
| i) Groups of companies, departments or branches? | Yes the system has departments and branches (not companies in the current version – on the wish list). | Confirmed |
| ii) How many such groups can be supported? | No limit | Confirmed |
| iii) Can they be consolidated? | Yes | Confirmed |
| 3 Can the time ledger periods be different to the fees ledger periods? | Yes | Confirmed |
| 4 If they can be different are they controlled to ensure accurate reconciliation? | Yes | Confirmed |
| 5 For the time ledger: | | |
| i) What number of accounting periods are provided by the system? | These are user defined, but the normal is 12 monthly time periods. | Confirmed |
| ii) What is the minimum? | As above these can be user defined so can be anything from 1 day to a year. | Confirmed |
| iii) Can the length/ number of periods be adjusted to suit different user requirements? | Yes | Confirmed |
| iv) How many accounting periods can be open at any one time? | In the time ledger as many time periods can be open as the user wants. In reality IRIS recommend only three to be open. | Confirmed |
| v) How many years can be open | See above. | Confirmed |

Functional requirements questionnaire
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| Question | Supplier Response | Evaluation confirmation |
|--|--|-------------------------|
| vi) Can a period or year be re-opened after it has been closed? | No, once the periods are closed any changes have to go into the current periods. | Confirmed |
| 6 For the fees ledger - what number of accounting periods are provided by the system? | As with the time ledger they can be user defined but the favourite is monthly. | Confirmed |
| i) What is the minimum? | As above depends on the user, can be anything from one day to a year. | Confirmed |
| ii) Can the length/ number of periods be adjusted to suit different user requirements? | Yes | Confirmed |
| iii) How many accounting periods can be open at any one time? | Two fees periods can be open at any one time. | Confirmed |
| iv) How many years can be open? | See above. | Confirmed |
| v) Can a period or year be re-opened after it has been closed? | No, as with the time period any changes need to go into the current fees ledger period. | Confirmed |
| 7 Are the ends of accounting periods determined by the user rather than being set by the system? | Yes | Confirmed |
| 8 Can data from all accounting periods be accessed at any given moment? | Yes | Confirmed |
| 9 Can previous months be accessed for enquiries or reports? | Yes | Confirmed |
| 10 Does the system allow posting to more than one accounting period at a time? | Only two can be open at any one time on the fees ledger. | Confirmed |
| 11 Is it possible to allocate transactions to: | As the time ledger can have more than one time period open, it is possible to post to any open | Confirmed |

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|--|---|---|
| <p>i) Future periods?</p> <p>ii) Previous closed periods?</p> <p>iii) A previously closed year?</p> | <p>period. The fees ledger can only have two open.</p> <p>In both cases the periods cannot be re-opened once they are closed.</p> <p>However there is the concept of the period going into reconciliation. This means only those users with the privilege to write to reconciled periods can access this.</p> <p>Any changes to closed periods need to go into the current period (this helps the user reconcile the system).</p> | <p>Confirmed</p> <p>Confirmed</p> |
| <p>12 If the system allows posting to previous or future accounting periods or years, does it:</p> <p>i) Flag/warn the user that it is occurring?</p> <p>ii) Revise subsequent periods accordingly?</p> <p>iii) Will transactions outside the current period be adequately reported and accounted for (e.g. on the VAT return)?</p> <p>iv) Can the user post to a future year from the current year?</p> | <p>Postings can only be made to the time ledger future periods. The user has to actively select the period they want to make the transaction to.</p> <p>The system will warn if any posting happening does not make sense. For example, cancelling an invoice where interims are involved.</p> <p>The system will make all the appropriate changes into the current period if the transaction affects old periods.</p> <p>Any transactions that have VAT consequences are clearly identified on the VAT report and the VAT postings report.</p> <p>Timesheets can be set up for the future, as can postings to future time periods.</p> | <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> |

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| v) Do previous year Journals automatically update next year's accounts? | Any journals posted will go into the current period so that adjustments can be carefully tracked. | Confirmed |
| 13 What is the maximum value of transactions and of totals that can be handled by the system? | 18 digits of which 2 are pence. | Confirmed |
| 14 What is the maximum number of transactions that can be handled by the system? | No practical limit | Confirmed |
| 15 What is the maximum number of accounts (clients) that can be registered? | No practical limit | Confirmed |
| 16 What is the size and format of account numbers? | The client identifiers are 10 alpha numeric characters. | Confirmed |
| 17 Are the control features provided by the software: | | |
| i) Adequate to support effective user controls? | Yes – if the password system is activated, then it is effective. However a standalone user may decide not to use the password system. | Confirmed |
| ii) Automatic dating of posting transactions? | Yes | Confirmed |
| iii) Identification of user id or program generating (i.e. the source) the transactions? | Yes. Each posting has the date, time and identifier of the user who made the posting. | Confirmed |
| 18 Are the various functions of the system menu-driven, or otherwise easy to initiate? Is there a good response time in the initiation of functions? | Yes the software is menu driven. Yes subject to hardware. | Confirmed Confirmed |
| 19 Is data entry easily repeated if similar to previous entry? | Yes. There are various options for the user to set how they wish the posting types to be repeated. For example, the ability to retain the client identifier on the posting | Confirmed |

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|---|--|-------------------------|
| | of timesheets. | |
| 20 Does the system prevent access to a record while it is being updated? | Yes | Confirmed |
| 21 Does the system allow for the running of reports whilst records are being updated? | Yes | Confirmed |
| 22 Does the system retain a log of file updates until the next occasion on which the relevant information is reported or the relevant file used in a regular control procedure? | Every posting has a date, time and staff identifier against it. There is an audit trail of changes, for example the history of matching of an invoice to time postings. Some information changes can be at the user's discretion, and this is at the individual change basis. | Confirmed |
| 23 Does the system warn the user when space is becoming short? | It is so rare for this to be the case these days. However there are suitable messages in place should this happen. | Confirmed |
| 24. Does the system automatically download updates for the system from the Internet? | No. Downloads are available but users have to access this manually. IRIS sends an email to registered users when a new update is available. | Confirmed policy |
| 25 How easy are updates to the software to install? | All updates follow the same simple procedure. | Confirmed policy |
| 26 For the time consuming operations is the time adequate? For example, month end reports, updating time ledger with timesheets? | Updating and month end procedures are all acceptable in performance terms. | Confirmed |

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|-----------------|--------------------------|--------------------------------|
| Question | Supplier Response | Evaluation confirmation |
|-----------------|--------------------------|--------------------------------|

5.4 Ease of use (input of transactions)

| | | | |
|-----|---|--|-----------|
| 1 | Is data input controlled by: | | |
| i) | Self-explanatory menu options? | Yes | Confirmed |
| ii) | Are these menus application-specific? | Yes but IRIS shares a lot of common screens between applications. For example the client maintenance screen. | Confirmed |
| 2 | Does the system provide input validation checks such as client code validation, reasonableness (total time, job codes, VAT or discount checking) and validity checks? | Yes. No reasonableness checks but validation of clients, jobs, amounts, dates, VAT rates, nominal codes, etc. | Confirmed |
| 3 | Can the user amend data on an input screen prior to update? | Yes | Confirmed |
| 4 | Can users abort a transaction/process at any stage? | Yes | Confirmed |
| 5 | Can users return to previous stage in transactions/process to make amendments? | Yes, but not after acceptance. | Confirmed |
| 6 | Can more than one user use the same function at the same time For example, time sheet entry? | Yes | Confirmed |
| i) | If so is there a limit to the number of concurrent users the system can handle? | Subject to licence. There are no practical limits. | Confirmed |
| 7 | What are the control features which ensure completeness and accuracy of data input? For example, not let you leaving a screen until all areas are completed. | There are certain fields that have to be entered for transactions. For example on invoices and timesheets. The user is warned and cannot leave the screen until this is complete. If the user does not know the information they can | Confirmed |

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| | abandon the transaction and return to it later. | |
| 8 Does the system: | | |
| i) Generate a detailed audit trail of all inputted data? | Yes | Confirmed |
| ii) Does the system generate a unique reference number for each transaction? | Yes with used id, transaction type and nature of transaction / amendment / deletion. | Confirmed |
| iii) Is it impossible to switch off the audit trail? | The audit trail cannot be turned off and the report is available on request. | Confirmed |
| 9 What controls are in place so that the user is aware of partly processed transactions? For example, unposted invoices. | Transactions cannot be partly processed. | Confirmed |
| 10 Is there an audit trail of changes that are made, so later it is possible to see and when changes were made? | <p>The changes the user are allowed to make are very minor (for example the narrative on a timesheet posting screen).</p> <p>Any changes the user needs to make that will affect reconciliation's, VAT, etc. the user has to post a journal (effectively) and this can be reported on.</p> | Confirmed |
| 11 Where applicable: | | |
| i) Does the system allow batch control (timesheets, invoices, receipts etc): | Yes, optionally in fees ledger. Expected time for timesheets. | Confirmed |
| ii) Are batches automatically numbered with some sort of identification? | Yes, fees ledger. | Confirmed |
| iii) Are batches forced to be complete/balance before ledger update? | Yes, but can change expected total. | Confirmed |

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| iv) Does the system allow the temporary halting of input/batches for queries or other activities to take priority (e.g. set up a new account)? | Yes | Confirmed |
| v) Is the user forced to confirm the input/batch totals? | Not in all cases. For example, on the timesheet you do have to post the expected time. In a fees batch there is a total control but can be modified. In both cases if these need to be modified they can be to accept the postings. | Confirmed |
| 12 Where the input is not valid is it: | | |
| i) Rejected and reported on the screen? | Yes | Confirmed |
| ii) Rejected and error reports generated? | No | Confirmed |
| iii) Accepted and posted to a safe area for further consultation? | No | Confirmed |
| 13 Is the information easy to access throughout the system? | Yes | Confirmed |
| 14 If mistakes are made are these easily rectified? | Yes | Confirmed |
| i) If so how is this done? | If the posting has not been committed to the ledger (hence become part of a balance), the user can delete it. If the posting is part of a balance, then the user effectively has to post a journal to correct it. This maintains an audit trail of balance changes. | Confirmed |
| 15 What are the drill down features available on the system? | The postings can be drilled down from practice summary to actual postings on the account and the detail of that posting. | Confirmed |

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| <p>16 Can the central client view of the client provide easy access to all client information? For example, the jobs in progress for the client, where the jobs are at, how much the client owes?</p> | <p>Yes. The central client maintenance screen allows access to various sources of information about the client. Fees balance, and its details. Jobs, and the workflow status, plus any WIP information.</p> | <p>Confirmed</p> |

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5.5 Standing data

| | | | |
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| 1 | Can charge out rates be set automatically by staff category and can they be edited manually? | Charge rates can be set up in a variety of ways. They can be manually edited providing the user has the privileges to do so. | Confirmed |
| 2 | Are multiple charge out rates per staff member possible? | Yes, can be changed if the user has the privilege to do so. | Confirmed |
| 3 | Can a charge out rate multiplier be used for specific work types? | Yes, rates can be set for particular work types or with +/- premium on job. | Confirmed |
| 4 | Does the system store rate history for each employee? | Yes, it stores a history of the changes on the rate. | Confirmed |
| 5 | Does the system store skill types / grades of employees? | Yes there is the staff category that is used to group staff. | Confirmed |
| 6 | How many set up levels are available for each client (e.g. region, office, partner, manager, etc)? | There are numerous groupings for a client: Branch, partner, manager, client group, 6 user definable categories, attributes, 3 SIC codes etc | Confirmed |
| 7 | How many levels of work can be set of for each client e.g. audit, general, consultancy, tax etc? | These are jobs in IRIS, and there is no limit. There is a next level underneath this called work types. | Confirmed |
| i) | Can the above be user defined? | These are all user definable. | Confirmed |
| ii) | Are subsets possible e.g. planning, fixed asset work etc. within audit. | Yes, use the work types. | Confirmed |
| 8 | At each level what is the limit that can be assigned to a client? | There is no practical limit. | Confirmed |
| 9 | At each level what are the code formats? For example, job types with a max of 6 alpha numeric? | Each identifier, client, job and work type is 10 alpha numeric characters. However on the job it is possible to have a qualifier. This could be, a year, a year and date, or | Confirmed |

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| | something ad-hoc defined by the user (optional). | |
| 10 Can clients be grouped together? For example, directors, companies etc | Yes – in many ways. | Confirmed |
| 11 Can clients be linked to one mailing address? | Yes | Confirmed |
| 12 How many addresses can be stored for each client? | There is no limit to the number of addresses that can be set up for the client. However there are three main ones that can be used elsewhere (for example, statements). These are main, billing and registered. | Confirmed |
| 13 Can non-chargeable codes be set up for time to be posted to? | Yes | Confirmed |
| 14 Is it possible to distinguish between accountable (for example, admin) and non accountable non chargeable (for example, holidays)? | Yes | Confirmed |
| 15 Is there a limit to the number of clients that can be registered on the system? | No practical limit. | Confirmed |
| 16 Is there a limit to the number of staff that can be registered on the system? | No, but IRIS licence Time and Fees by staff numbers so it does depend how many the user has. | Confirmed |
| 17 Can the type of services (work) provided for the system be easily set up? | Yes | Confirmed |
| 18 Is there a limit to the number of services (types of work For example Audit, Tax, Accounts, Consultancy) that can be provided for each client? | No practical limit. | Confirmed |

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5.6 Time recording

| | | | |
|-----|--|--|------------------|
| 1 | What units does the system record time in (for example, units of 1 hour, decimals, hours and minutes)? | User definable including: decimal, hours & minutes, definable units - minimum of 1 minute. | Confirmed |
| 2 | Can more than one unit be used in the system? | No. Users who want this set up a base unit that is the lowest common denominator. Or as it is user definable they post their time in hours and minutes. | Confirmed |
| 3 | What timesheet lengths exist (daily, weekly, monthly)? | User definable. Most common is a weekly timesheet on a daily basis. | Confirmed |
| 4 | Is a narrative field available for each entry? | Yes | Confirmed |
| i) | If so how long is the field? | 250 characters | Confirmed |
| ii) | Is it optional or can it be made mandatory? | It is optional | Confirmed |
| 5 | Can the system be set to ensure users input time sheets on a regular basis (e.g. weekly)? | Yes. Depending on the staff member type it will not allow gaps and has reports and on-screen enquiries to help monitor who has not completed their timesheet. | Confirmed |
| 6 | Is the user alerted when their time sheet is missing and flagged as to which period is missing? | Only via the on-screen enquiry. | Confirmed |
| i) | How is the user alerted? | They are not alerted automatically, only through the on-screen enquiry, or a task could be manually posted to the user. | Confirmed |
| ii) | Is a missing timesheet report available? If so is this sent by e-mail to a designated individual? | There is missing timesheet report. It could be PDF'd and emailed, but the future intention is to integrate with the task mechanism (like on-screen billing currently does) and send the user a task. | Confirmed policy |

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| 7 Are time entries posted immediately or held pending update? | They are held pending the update procedure by the staff member. | Confirmed |
| i) Can reports be generated on both types of entries? | Yes. This is so the user always has a clear picture of what potential balances are and what may not have been authorised. | Confirmed |
| 8 Can the current and future timesheets for a staff member be open at the same time? | Yes | Confirmed |
| 9 Can timesheets for more than one staff member be posted at the same time? | Yes – in multi-user. | Confirmed |
| 10 Are there validation checks on the input of time sheets, (e.g. required hours in a day / hours in a week)? | Yes. Warning on expected hours per timesheet period. | Confirmed |
| 11 Is a user prompted if a time sheet falls outside the valid parameters? | Yes – if less than expected hours the timesheet cannot be accepted. | Confirmed |
| 12 Is the user allowed to post time sheets outside parameters? | Yes – extra hours allowed. | Confirmed |
| 13 Can time be posted in advance? If so how far in advance (e.g. one week, within current financial year, no limit, etc.)? | Yes, this is entirely up to the user. It depends on the nature of the posting. For example: bank holidays are set up system wide but personal holidays are set up on a staff basis. | Confirmed |
| i) How is future time posted (e.g. as soon as system date is reached, when manually posted, etc.)? | The user can select when updating the timesheet what to update. For example, the date ranges for the timesheet, completed timesheets only or any under password control. | Confirmed |
| 14 Can time be transferred: | | |
| i) From one client to another; | Yes, by staff member or authoriser. | Confirmed |

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| ii) From chargeable codes to non-chargeable codes (and vice versa)? | Yes, by staff member or authoriser. | Confirmed |
| iii) What controls are there in place over such transfers? | These postings are effectively journals. | Confirmed |
| 15 What controls are there in place to ensure that the correct charge out rate has been applied to billing? | Password authority only to accept postings and set charge rate. | Confirmed |
| 16 How does the system cope with a timesheet that crosses two periods (for example a weekly timesheet over a month end?) | There is an option for the user to set up when initialising the system determining how they want this treated. The options are: - all to the earliest period - all to the latest period - choose the best period - split accurately. | Confirmed |
| 17 Can premiums be applied to chosen clients or work? For example, 10% on the normal charge rate for a particular client or client's work? | Yes, a +/- premium can be made at WIP time. | Confirmed |

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5.6.1 Expenses

| | | | |
|---|--|---|-----------|
| 1 | Is there validation on expense claims (e.g. mileage, overnight allowance)? | Yes, they have to be updated by a user who has the privilege to update the time ledger. | Confirmed |
| 2 | Is there a facility to mark up certain categories of disbursement? | Yes | Confirmed |
| 3 | Is there a facility to mark up all categories of disbursement? | Yes, by expense type or system wide. | Confirmed |
| 4 | Does the system cater for standardised disbursements such as a cost of a letter, telephone call, specific event etc. | Yes – user defined. | Confirmed |
| 5 | How does the system handle VAT for expenses? | Up to the user. | Confirmed |
| 6 | Can an expense be posted for a staff member along with their timesheet? For example, this week the staff member drove 100 miles for client X? | Yes | Confirmed |
| 7 | Can a general expense be posted into the system? For example, buying a cashbook for the client? | Yes | Confirmed |
| 8 | Can an expense be set up with a rate or an amount? For example, all mileage is at 52p a mile, train fare is to be posted as an amount. | Yes – user defined. | Confirmed |

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5.6.2 Billing and write offs

| | | | |
|---|--|--|-----------|
| 1 | What methods are available for billing time. For example on tagged by employee, by value, units, FIFO etc. | There are various methods: - to a date - to a value - to a job - for a specific staff - for a specific work type - pick the postings manually | Confirmed |
| 2 | What checks are in place to ensure the correct chargeout rate is applied to billing? | Need to be authorised. | Confirmed |
| 3 | If time can be tagged to be no longer part of the WIP (for example, billed) can this be done by employee, and/or individual time entry? | Yes | Confirmed |
| 4 | Can the WIP be reduced to a date and or value? | Yes | Confirmed |
| 5 | Where both are used, a date and a value, how is this controlled? | Which ever is met first. | Confirmed |
| 6 | How is old time no longer wanted removed, and how is this reported on, i.e. affect on profitability? | This is up to the user. Either, this can be allocated to bills, IRIS call this writing out. Or it can be separately written off. In both cases this can be reported on. | Confirmed |
| 7 | What happens if the amount of WIP allocated to the bill is greater than the amount of WIP on the system – does it create negative WIP? What effective on WIP does this have? | Again this is up to the user. The value of the bill and the WIP written out can be different values, the difference is shown as a profit or a loss. However, if the user knows that some more WIP is coming into the system, they might instruct to write out more WIP than there currently is. In this case it will create a negative figure to represent this value. | Confirmed |

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| | <p>This negative value can they be matched manually to time when it does come into the ledger, or it can happen automatically.</p> <p>If the WIP is never to arrive the credit can be removed and this will adjust the recovery on the bill to reflect the correct figure.</p> | |
| 8 How is a profit or loss calculated when generating on account bills? | <p>These are called interim bills. Initially they will show in the WIP as a credit.</p> <p>This gives the user an overall value of the situation. For example; Gross WIP less interims = Net WIP</p> <p>At the time the user wishes to take the profit, the interims can be finalised.</p> <p>There is an option in the system for the user to define where they would like the profit to be taken.</p> | Confirmed |
| 9 How is a profit or loss calculated on final bills? | <p>This is the difference between the billable value and the WIP matched to it.</p> | Confirmed |
| <p>10 Can WIP provisions be made:</p> <p>i) By value?</p> <p>ii) By percentage of the value?</p> <p>iii) By percentage of the time?</p> <p>iv) On a specific job?</p> <p>v) On all jobs open in relation to a client?</p> <p>vi) On a group of clients / jobs?</p> | <p>No. Some users use categories but these are not ideal.</p> | Confirmed |

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| 11 What other options are there to reduce WIP to nil balance? | <p>A bill or a write off are the main ways. It is possible to make postings to bring the value to zero, but this should not be needed.</p> <p>There is a bulk write off facility – for example at year-end. As a write off is performed there is a field for the user to enter the write off reason.</p> | Confirmed |
| 12 Can time be written against the bill for the client code: | | |
| i) During the billing stage? | Yes | Confirmed |
| ii) Does the user have to give reasons for the write offs and write-ons before proceeding? | No. There is a reference field on the posting if they would like to enter some information. | Confirmed |
| iii) Are the reasons flexible or restricted to those on a menu of reasons? | Flexible, up to the user. | Confirmed |
| iv) Can the administrator set up these reasons for the practice? | No. | Confirmed |
| 13 How are write ons and write offs controlled (that is, how is WIP balanced before and after adjustment)? | <p>There are various reports to list the postings and control reports to show the changes.</p> <p>For example, WIP b/fwd, time added, time billed, time written off and resulting WIP carried forward.</p> | Confirmed |
| 14 What approval process is in place in order to authorise write ons and write offs? | <p>There is an authorisation process for billing with password control.</p> <p>Both for write outs and writs offs the user needs the privilege to update the time ledger.</p> | Confirmed |
| 15 How does the system deal with WIP related to a credit note? | | |

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| i) Can time be written back to the engagement as a part of the credit note process? | Yes | Confirmed |
| ii) Can be time be written off the engagement as a part of the credit note process? | Yes | Confirmed |
| 16 After the decision to reduce the WIP has been made can this be changed? | | |
| i) If so what controls are in place to produce an audit of this? | The matching of WIP to an invoice is monitored and can be changed. If it is changed there is a matching history to show who did what when. | Confirmed |
| ii) What reports are in place to assist with the reconciliation of such changes? | There are reports to show the changes in write outs (for example the WIP movements report). | Confirmed |
| 17 Are reports available for: - | | |
| i) WIP by partner? | Yes | Confirmed |
| ii) Total WIP by client? | Yes | Confirmed |
| iii) Individual WIP per client by subset, audit, consultancy etc.? | Yes | Confirmed |
| iv) Recoveries under 80%? | Yes, on the billing analysis report. | Confirmed |
| v) WIP over two months old? | Yes | Confirmed |
| vi) Unposted timesheets? | Yes | Confirmed |
| vii) Missing timesheets? | Yes, only the latest. | Confirmed |
| viii) Chargeable hour targets not met by month? | Yes, using chargeable summary. | Confirmed |

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5.7 Fees ledger

| | | | |
|----|--|--|-----------|
| 1 | Can the bill / fee note / RFP formats be customised? | Yes, optionally using Word. | Confirmed |
| 2 | Do bills have to be approved before updating ledgers and printing? | Yes, using the on-screen billing authorisation process. | Confirmed |
| 3 | Can a user reserve bill / fee note numbers? | No, sequentially generated. | Confirmed |
| 4 | Can bills be issued before time is entered on the system? | Yes | Confirmed |
| 5 | How is this time allocated to a bill once entered? | This is up to the user. This can happen automatically from the original invoice instruction or manually. | Confirmed |
| 6 | Can the bills text be edited in the approved screens? | Yes, in Word formats. | Confirmed |
| 7 | Does the system generate Requests for Payment (RFP's)? If so, is cash applied by the system and a tax invoice automatically generated if an application for payment is issued? | Yes. | Confirmed |
| 8 | Can cash receipts and payments be matched to specific invoices? | Yes | Confirmed |
| 9 | Will the system permit part payments? | Yes | Confirmed |
| 10 | Will the system permit the posting of unallocated cash to the sales (Fee) ledger? | Yes | Confirmed |
| 11 | Are unallocated cash/credit notes specifically reported for follow up? | Yes | Confirmed |

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| 12 Are outstanding transactions displayed for allocation? | Can generate a report to show this information, and there is a period end check. | Confirmed |
| 13 Does the system link to a full financials system? If so which one (s)? | Yes. Any book keeping package that has an import facility, For example, Global 3000, Sage Line 50, IRIS Financials. | Confirmed |
| 14 How is financial data updated (e.g. via dynamic link, via periodic update, etc.)? | Export file in the format required by the third party. | Confirmed |
| 15 For the input and export (for example from MS Excel, what are the controls in place over the interface? | Exports a CSV file for import into Excel – no input facility. | Confirmed |
| 16 Does the system create credit notes? | Yes | Confirmed |
| 17 What approval process is in place to deal with credit notes? | Up to the user. There are various reports to show the postings made, and the user needs the update privilege to affect the time ledger with the credit note information. | Confirmed |
| 18 Does the system have profitability, recoveries, debtor days, daybook and overheads control reports? | Yes | Confirmed |
| 19 Features required for the recording of VAT: | | |
| i) Can you set up more than one VAT rate? | Yes | Confirmed |
| ii) Can the VAT rounding be applied consistently (up or down to the nearest penny but not to zero VAT)? | Yes – user definable. | Confirmed |
| 20 Is the VAT automatically calculated on invoices, credit notes, payment requests, VAT receipts? | Yes | Confirmed |

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| 21 Can postings be made to a nominal ledger code and reported on by code? | Yes | Confirmed |
| 22 Is there an automatic invoice reference generator? | Yes | Confirmed |
| 23 Can the system cope with: Ordinary VAT accounting? | Yes | Confirmed |
| i) Cash accounting? | Yes | Confirmed |
| ii) Continuous supply of services? | Yes, can generate proformas. | Confirmed |
| 24 Does the system handle continuous supply of services: Does it: | | |
| i) Generate a Request for payment (RFP)? | Yes | Confirmed |
| ii) Hold details of VAT requested under RFP as a liability in the Nominal Ledger? | Yes | Confirmed |
| iii) Generate a VAT invoice based on the RFP once payment is received? | Yes | Confirmed |
| iv) Generate VAT calculations based on standard VAT invoicing and RFP invoicing? | Yes | Confirmed |
| v) Record VAT status of individual clients – that is Standard or RFP? | Yes, at bill level rather than client level. | Confirmed |
| vi) Does the RFP clearly state it is not a VAT invoice? | Yes | Confirmed |
| 25 Does the system produce VAT return by report period (three monthly, monthly or by other month ends if agreed | Yes – details only for outputs. | Confirmed |

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| with the local VAT office)? | | |
| 26 How are errors on VAT accounts corrected? | By credit note, refund or cancellation posting. | Confirmed |
| 27 Can the system handle cheque refunds to customers? | Yes | Confirmed |
| 28 Can the system handle invoices with multiple rates of VAT? | Yes | Confirmed |
| 29 Can the system handle write off of bad debts and the VAT consequences? | Yes | Confirmed |
| 30 Can the system post standing orders? | Yes | Confirmed |
| i) Is this done automatically by setting them up once only? | Yes, however the user has to choose when to do the standing order run. They can then be checked before committing them to the ledger. | Confirmed |
| 31 Can the standing orders be checked before processed? | Yes – prior to posting. | Confirmed |
| 32 Can an invoice be set up to be posted automatically at different times during the year? For example, invoice client X quarterly for £VYT? | Yes, monthly, quarterly, 4 or 6 monthly, annually or at any defined time. | Confirmed |
| 33 Can these invoices be posted with instructions to affect the WIP? | Yes | Confirmed |
| 34 Can they be checked before becoming part of the client's total? | Yes, authorisation process. | Confirmed |

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5.8 Budgets

| | | | |
|---|--|--|-----------|
| 1 | Can budgets be set for the client overall, and/or for each work element done for the client? | Yes, by client, job type or individual job. | Confirmed |
| 2 | Does the system allow for budgets to be set for each employee? | No. The measurement against the staff is in terms of the expected time. | Confirmed |
| 3 | Can budgets and targets be set for: - | Client budgets only. | Confirmed |
| | i) Chargeable hours by each staff category? | N/A | |
| | ii) Certain categories of non-chargeable hours? | N/A | |
| | iii) Non-chargeable hours by each staff category? | Not for staff, but can measure the budgets against work done. | Confirmed |
| | iv) Recoveries? | As above | Confirmed |
| | v) Monthly billings? | By client | Confirmed |
| 4 | Do the standard budget reports provide sufficient analysis of variances? | Yes, WIP, budget and variance. | Confirmed |
| 5 | Do such reports provide exception reporting, percentage analysis and comparatives? (Time Ledger) | Yes, by period selection and year-to-date. | Confirmed |
| 6 | Does the system permit use of budgets and provide comparisons between budgets and actuals (Time Ledger, Employee)? | Yes for clients but not for staff. There is only the monitoring of expected time for staff on their timesheets vs what they actually posted. | Confirmed |
| 7 | Can budgets be set by period and yearly? | Yes | Confirmed |

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| 8 Can the system automatically generate budgets – if so how (e.g. by % increase on last year/period or by bringing forward historic data)? | Yes | Confirmed |
| 9 Can the budgets be processed for the following year easily? For example, based on the previous years budget plus percentage. | Yes | Confirmed |
| 10 Can the budgets be easily amended? | Yes | Confirmed |
| 11 Are the budgets easy to view on screen? | Yes | Confirmed |

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5.9 Reporting general

| | | |
|---|---|-----------|
| 1 Are all reports adequately titled and dated? (For example, report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.) | Yes | Confirmed |
| 2 Do the reports provide totals where applicable? | Yes | Confirmed |
| i) Are these totals calculated or taken from a control file? | Depends on the report a combination of the two. | Confirmed |
| 3 Is it clear when the report has ended? (Totals or end markers)? | Yes, most reports have totals but no end of report markers other than where 'Reports Total' is printed. | Confirmed |
| 4 Can reports be saved in electronic format (as distinct from just printing)? | All reports can be output to a PDF file. | Confirmed |
| i) Are such files adequately protected from deletion or amendment? | As long as the PDF file is protected. | Confirmed |
| 5 Is a report generator provided as part of the software or as an option associated with it? | No, but new reports can be based on existing reports. | Confirmed |
| 6 What level of knowledge is required to use the report generator (e.g. beginner, regular user, expert)? | Minimal, only changes are in selecting columns and parameters. | Confirmed |
| 7 Can the report generating facility make use of user-defined fields (including external fields)? | No | Confirmed |
| 8 Are all the parameters or selection criteria used on reports reported? | Yes | Confirmed |
| i) Where appropriate is there an option for reports to exclude nil balances? | Yes | Confirmed |

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| 9 Can screen layouts, reports and transaction formats be easily adapted to users' requirements? | Screen and timesheet entry – can only change columns. Reports – can change columns and selection criteria. | Confirmed |
| 10 Can a hard copy be produced of all screen enquiries? | Yes | Confirmed |
| 11 Can data for all previous periods/years be retained in the system to permit enquiries and reports? | Yes | Confirmed |
| 12 Can all reports be reproduced after the period/year end? | Yes | Confirmed |
| 13 Do the numerical reports show whether items are debit, credit, negative and do they give sufficient narrative and coding to enable cross referencing? | Yes, but user has to enter cross-reference. | Confirmed |
| 14 Can the system produce all requisite reports? (e.g. VAT reports, sales day book). | Yes, not VAT 100 – output only. | Confirmed |
| 15 Do standard reporting options give sufficient flexibility to tailor individual reports? | Yes | Confirmed |
| 16 Do these reporting facilities permit multiple key-sorting, variable report intervals and optional selection parameters? | Yes | Confirmed |
| 17 Do standard reports show sufficient analysis of results? (For example, sales analysis by office, department, partner, fee earner, chargeable v non-chargeable analysis per staff member)? | Yes | Confirmed |
| 18 Can aged analysis reports be obtained (e.g. debtors, wip)? | Yes | Confirmed |

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|--|---|-------------------------|
| i) Are the age criteria fixed or user definable? | User definable – 3 fields enabling ageing by days, periods or months. | Confirmed |
| ii) Can the age analysis reports be in summary and/or detail (for credit control)? | Yes | Confirmed |
| 19 Can the reporting function make use of external data files? | No | Confirmed |
| 20 Does the report generator have the facility to scroll up and down when output to screen? | Yes | Confirmed |
| 21 Can all reports be run without the need for period-end procedures to be initiated? | Yes | Confirmed |
| 22 Does the report generator allow print previews of all reports? | Yes, all reports can be previewed and printed. | Confirmed |
| 23 Can reports be sent to other programs e.g.: MS Excel or MS Word? | The reports can go to file and hence opened up externally. To PDF and Word processor files; to Excel using Data Mining. | Confirmed |
| 24 Can external programs connect to the tables through an ODBC driver or equivalent? | No | Confirmed |
| 25 Can the system automatically generate documents for external use? (e.g. sales invoices, statements) | Yes | Confirmed |
| 26 Can the system control duplicated documents e.g. sales invoices? | Yes | Confirmed |
| i) Are these clearly identified as duplicates? | No (in practice users use stationery to mark this). Note: this area is currently being re-developed. | Confirmed policy |

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| 27 Does the system force the production of month-end reports? | No, but period basis figures are stored in the system so that historic balances can always be accessed at any time. | Confirmed |
| 28 Following a month end can all the data still be viewed and can the reports be rerun as at a previous month end? | Yes | Confirmed |
| 29 Can regular reports be easily duplicated if required? | Yes, either rerun or memorise and reprint. | Confirmed |
| 30 Can reports be published via an intranet or internet? | Once the report is in a file, it can be used in the same way as any other file. | Confirmed |
| 31 Can users be allocated specific levels of authority to: | Memorised reports are available to who the creator of the report specifies. | Confirmed |
| i) Print reports? | Password control. | Confirmed |
| ii) View of reports? | Password control. | Confirmed |
| iii) Design reports? | No | Confirmed |
| 32 Does the system support graphical representation of information within reports? | Only in certain parts. For example, Data Mining exporting to Excel. | Confirmed |

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| Question | Supplier Response | Evaluation confirmation |
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5.10 Document, communication management

| | | | |
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| 1 | Can letters be produced for each client from the system? | Yes | Confirmed |
| 2 | How much of the letter can be pre-filled with information from the database? | All fields from client file and lots of information from accounts and tax can be extracted and included. | Confirmed |
| 3 | Can the letter be selected and re-viewed at a later date? | Yes | Confirmed |
| 4 | Is there an authorisation process to produce letters? | There is the ability to not allow a user to edit a letter. Authorisation via the confidential client capability. | Confirmed |
| 5 | Can telephone calls be logged for the client showing the date, time, who was the contact, who in the business took the call, and what the call was about? | Yes, by the user manually. | Confirmed |
| 6 | Can emails be recorded, tracked for this client? | Not automatically. (On the wish list). Current users either cut and paste the information or attach the physical file to the clients information (through client maintenance). | Confirmed |
| 7 | Can you see who selected the letter and when to be printed? | Yes. Initiator and sender persons, date and time recorded. | Confirmed |
| 8 | Is there an on-screen enquiry process to easily see what was communicated to the client when? | Yes, the communication tracking facility. | Confirmed |
| 9 | What Word Processor does the system use to generate letters? | Word, and it uses a basic form of Wordpad (depending what the user has). | Confirmed |
| 10 | Does the system integrate with other systems to allow fields to be entered into letters? | No. Using the data out of IRIS's central database is usually enough. | Confirmed |

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|---|---|-------------------------|
| 11 Are letters triggered as a result of an action in another product? For example, producing a final tax computation requesting a letter to be sent to the client for confirmation? | Yes – pre defined actions can trigger letters from other IRIS applications. | Confirmed |

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5.11 Client workflow (planning, compliance, monitoring)

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| 1 Is there a tracking system for workflow? | Yes | Confirmed |
| 2 Can a workflow be set up for each type of work done for the client? | Yes, can set multiple stages. | Confirmed |
| 3 How detailed is the workflow for each type of work done? | This is up to the user. They can make the workflow as simple or as complicated as they would like. | Confirmed |
| 4 Does it expect a lot of user intervention, or are the dates automatically updated via a relationship with another product? | If the user has other IRIS products intervention is minimised. IRIS advise users to set the work flow up with as many due dates and completion dates as possible. A good workflow profile, will imply minimal user input. | Confirmed |
| 5 How easy is it to update the Work that is done for the client? | Either it happens automatically by the system, or the user can update it from various sources. Client maintenance, job fast entry screen etc. | Confirmed |
| 6 Are there reports, on-screen enquiries to show where you are for each client, and stop any work being missed? | Yes | Confirmed |
| 7 Can compliance dates be monitored for: | Automatically from other IRIS products or manually. | Confirmed |
| i) Personal tax? | Yes | Confirmed |
| ii) Limited company returns? | Yes | Confirmed |
| iii) Sole trader tax? | Yes | Confirmed |
| iv) Partnership tax? | Yes | Confirmed |
| v) Accounts? | Yes | Confirmed |

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|--|--|-------------------------|
| 8 Can a document be produced to accompany the any work or communication with the client? For example, a cover letter with an individual's tax return? | Yes | Confirmed |
| 9 What tools are available for the user to plan their work? | There is a comprehensive planning section to set up all the jobs in advance. | Confirmed |
| 10 Can work be easily assigned to partners, managers, staff? | Yes | Confirmed |
| 11 Is there a quick way of sending information amongst the staff? What facilities are available? | Yes There are two basic forms: Job stages, these are the critical parts of the job. For example, filing deadlines etc, and can be assigned to staff members. Tasks, these are notes that can be sent to staff members as and when required. They can have client and job information on them if it is required. | Confirmed |

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5.12 Staff workflow (planning, monitoring)

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| 1 | Does the staff member have a to do list? | Yes | Confirmed |
| 2 | Can a priority be set on the to do list to show the most important work (for example, work that costs money)? | Yes | Confirmed |
| 3 | Can a staff member see the work allocated to them over a future time frame? | Yes | Confirmed |
| 4 | Is there a staff diary at: i) Staff level? ii) Partner level? | No, but the staff control panel shows what has been allocated to you in the time frame requested. As above. | Confirmed Confirmed |
| 5 | Can the work be easily monitored for a staff member? What facilities are available to do this? | Yes There are various forms. The staff control panel is a useful on-screen method. There is also the workflow reports that can be set up and memorised with the required layout and used at any time. | Confirmed |
| 6 | Can a reminder be set up for a staff member? | Yes | Confirmed |
| 7 | Can the user configure the screen on the to-do list to suit them? | Yes. The screens can be configured on a machine by machine basis. Columns and sorting order only. | Confirmed |
| 8 | Can the user access on-screen enquiries and reports to show day to day jobs? | Yes either through the staff control panel or via the workflow reporting. | Confirmed |
| 9 | Is there an exception report / on screen enquiry to show those jobs that are falling behind? | Yes. On the staff control panel, jobs that are behind change colour. The workflow reports can identify this also. | Confirmed |

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| 10 Does the staff information update with integrated packages to automate progress where it can, and to what extend? | Yes, functions in other IRIS products update workflow. | Confirmed |
| 11 Can the staff member easily update the client with the progress of all their work from a single client view? | Yes. The client maintenance screen has access to jobs, hence the stage the job is at. | Confirmed |

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| Question | Supplier Response | Evaluation confirmation |
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5.13 Contact management, marketing

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| 1 | Does the system incorporate a contact management or customer resource management system? | Not as such, no. However customers do add prospects to the database and mark them as a prospective client. These can be grouped together using client categories. | Confirmed |
| 2 | Can you see the marketing information you have provided the client with? For example, last invitation to play golf, last time some marketing information was sent. | Using attributes or a job profile for marketing would allow you to see this information. | Confirmed |
| 3 | Can you store in the system features about the client? For example, how many children, what is the client's favourite drink? | There is a notes section that you can set up as you like. This is available from within the client maintenance so users find it easy to access. | Confirmed |
| 4 | Can you store, who is the clients bank manager, doctor, solicitor? | IRIS has a banks database. Other contact information can be stored against the client through categories (6 user definable). (There is further development scheduled in this area for later). | Confirmed |
| 5 | Can this information be used to send the contact a letter, email? | Not easily no. Would need to set up prospect as a non-client. | Confirmed |
| 6 | Can contact information be interrogated? For example, see how many clients who have the same bank manager? | The data fields that are available to Data Mining can be used. Caterories, attributes, clients, identifiers, accounting information and personal tax information can be interrogated. | Confirmed |

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| 7 Can other database fields be used for finding different types of clients using integration with other modules? For example, all clients who have a turnover > £X, and the payroll service is currently not being used, or show all clients with UK interest > £X? | This kind of information is available for searching on. This information does not have to be entered manually as such, it is available as a result of using the other IRIS products. | Confirmed |
| 8 Is there a single view of all the activities for the client which requires integration with another module? | The client maintenance section can access all the main central information for the client. | Confirmed |
| 9 Can this single client view be easily accessed and information easily updated? | Yes | Confirmed |
| 10 Does the system link into other applications such as MS Word for the easy access to addresses for labels etc.? | Yes, and to Excel in Data Mining. | Confirmed |

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| Question | Supplier Response | Evaluation confirmation |
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5.14 User documentation

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| 1 | Is the manual clearly laid out and understandable? | Yes – on-line only. | Confirmed |
| 2 | Is the manual comprehensive and accurate? | Yes | Confirmed |
| 3 | Is there an index to the manual? | Yes, in on-line help search. | Confirmed |
| 4 | Is it easy to locate specific topics in the manual when required? | Yes – table of contents. | Confirmed |
| 5 | Is it easy to follow through all procedures in the manual? | Yes | Confirmed |
| 6 | Does the manual include: | | |
| | i) A tutorial section? | Yes | Confirmed |
| | ii) A guide to basic functions? | Yes | Confirmed |
| | iii) Pictures of screens? | Yes | Confirmed |
| | iv) Completed examples included in the manual? | Yes | Confirmed |
| | v) Specific “error correction” procedures? | Yes, some. | Confirmed |
| 7 | Does the documentation clearly specify the actions to be taken by users at each important stage of processing? | Yes | Confirmed |
| 8 | Are help screens available relating to the task in hand (context sensitive help)? | Yes, at screen level. | Confirmed |
| | i) Is this available throughout the system? | Yes | Confirmed |

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|---|-------------------|-------------------------|
| 9 Do they provide on-line instructions on how to use particular features of the software? | Yes | Confirmed |
| 10 Can they be edited or prepared by the user? | No | Confirmed |
| 11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party? | No | Confirmed policy |

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5.15 Integration and www facilities

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| 1 | Are they integrated on real time basis or batch basis? | Normally real time but by batch is an option. | Confirmed |
| 2 | Can the integration of batches be by batch, weekly or monthly? | Timesheets and invoices can be batched and posted at any time. | Confirmed |
| 3 | Is the ledger updating process satisfactorily controlled by the production of control reports? | Yes | Confirmed |
| 4 | What operating systems does the system run under? | Windows 98 upwards. | Confirmed |
| 5 | Can more than one system function be performed concurrently? | Yes | Confirmed |
| 6 | Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities? | Yes to Word (Data Mining opens Excel). | Confirmed |
| 7 | Can definable links to spreadsheets be created? | Through Data Mining, yes. | Confirmed |
| 8 | Does the system integrate with any web trading software? External or Software Houses own? | No | Confirmed |
| 9 | With what other business application software will the system link? – | | |
| | i) Payroll? | No | Confirmed |
| | ii) Fixed assets? | Yes, own system. | Confirmed |
| | iii) Document management system? | Yes (IRIS AutoMail module and communication tracking). | Confirmed |

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| iv) Other? – please specify | This also integrates with the other IRIS packages: Accounts Production, Business Tax, Personal Tax and Bookkeeping. | Confirmed |
| 10 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)? | No | Confirmed |

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| Question | Supplier Response | Evaluation confirmation |
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5.16 Support and Maintenance

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| 1 Is the software provided direct from the Software House or via a dealer network? | Directly from the software house. | Confirmed |
| 2 If via a dealer network do dealers go through an accreditation process to ensure they have the necessary knowledge and staff to install and support the package? | Non applicable. | |
| 3 Who provides general enhancements to the programs (Software House or dealer)? | Software House | Confirmed |
| i) Will these be provided automatically? | Yes, part of license agreement. | Confirmed |
| ii) Will they be given free of charge? | Most of the time under license agreement, yes (unless it is deemed a new product). | Confirmed |
| 4 Who provides "hot line" support to assist with immediate problem solving Software House or dealer? | Software House. | Confirmed |
| i) At what cost? | The cost is part of the annual licence agreement with the customer. | Confirmed |
| ii) At what times will this support be available? | The telephone support is available 9-5pm every day. There is also the knowledge base on the web site and the ability for users to email their problems in. | Confirmed |
| 5 Will the Software House/dealer provide technical updates when statutory requirements change? | Yes – Software House | Confirmed |

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|--|---|-------------------------|
| i) How quickly does this happen after the update? | Usually as quickly as is practically possible. | Confirmed |
| 6 Is the Software House or dealer capable of giving sufficient ongoing education and training and other support? | Yes - Software House. | Confirmed |
| 7 Can the supplier, dealer or some other organisation provide all the hardware, software and maintenance requirements of the user? | Users look after their own hardware requirements IRIS provide the software. | Confirmed |
| 8 Is there nationwide support by: | | |
| i) Telephone? | Yes | Confirmed |
| ii) Email? | Yes | Confirmed |
| iii) On line knowledge base? | Yes | Confirmed |
| iv) Modem link? | Yes | Confirmed |
| v) Local dealers? | No, support is through the main office and the sales team. | Confirmed |
| 9 Is a warranty offered in respect of specification of the system? | Yes, limited to performance substantially within the published product description. | Confirmed |
| 10 Will the Software House/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)? | No | Confirmed |
| 11 Are there any unduly restrictive conditions in the license for the software? | No, the licence agreement is pretty standard. | Confirmed |

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|--|--|-------------------------|
| 12 Would the software house be prepared to accept the Institute of Purchasing and Supply model contract? | Not really appropriate for package software. | Confirmed |
| 13 Does each update arrive with a comprehensive list of changes made to the software? | Yes | Confirmed |
| 14 How is it possible to find out what future developments are going on at the Software House? | Yes within reason. However events like changes in statutory requirements can have an affect on original plans. | Confirmed |