



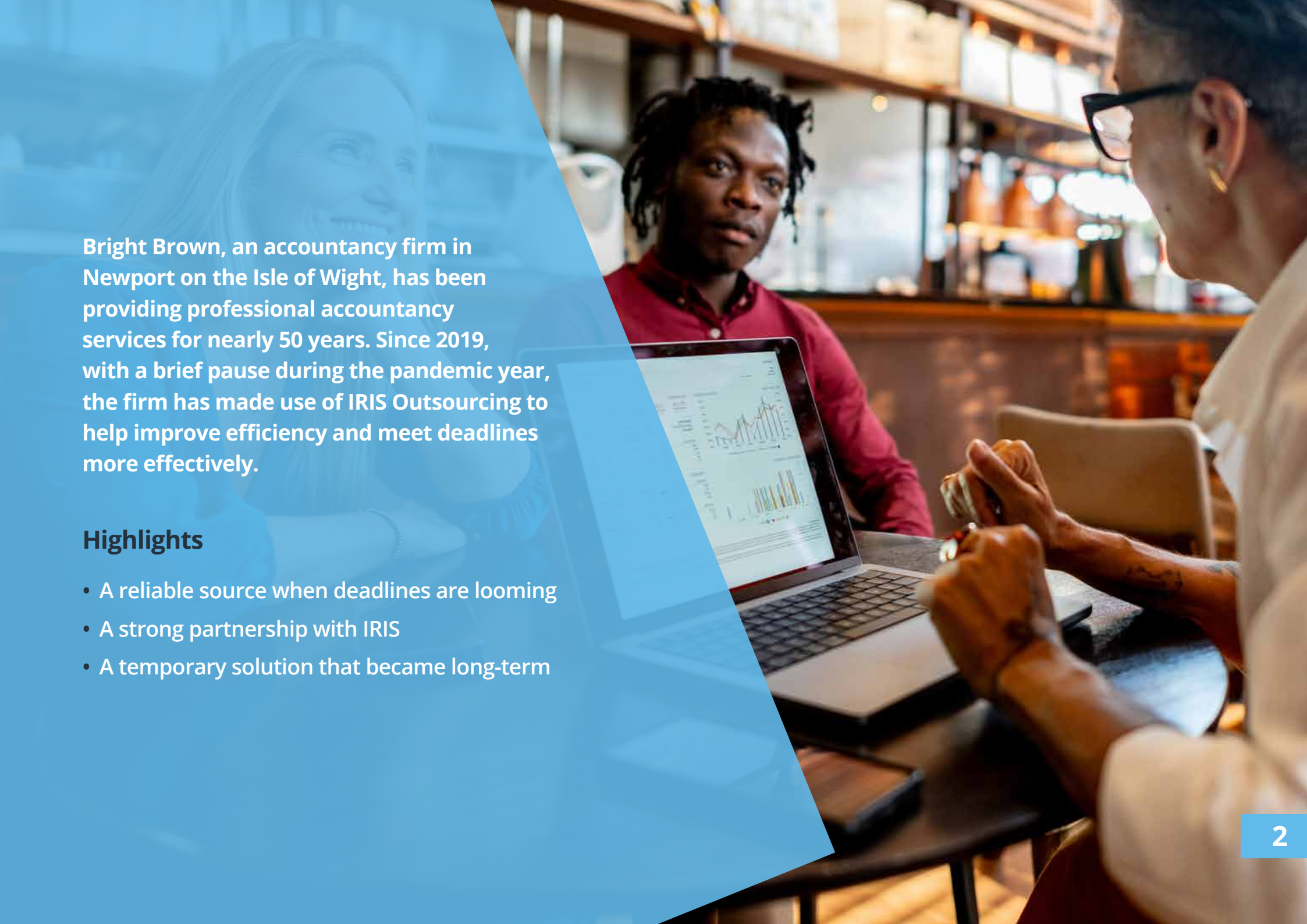
Outsourcing

IRIS Outsourcing the brightest choice for Bright Brown!

BRIGHTBROWN
CHARTERED ACCOUNTANTS
BUSINESS ADVISERS

Customer Story





Bright Brown, an accountancy firm in Newport on the Isle of Wight, has been providing professional accountancy services for nearly 50 years. Since 2019, with a brief pause during the pandemic year, the firm has made use of IRIS Outsourcing to help improve efficiency and meet deadlines more effectively.

Highlights

- A reliable source when deadlines are looming
- A strong partnership with IRIS
- A temporary solution that became long-term



From a short-term solution to a lasting partnership

Bright Brown's partnership with IRIS Outsourcing began when the business faced a staffing challenge after two team members left unexpectedly. ***"We had lost a couple of members of staff at short notice, and IRIS Outsourcing seemed to be a good short-term solution,"*** says Kay Arnold, Practice Manager at Bright Brown. Initially, the firm saw the collaboration with IRIS Outsourcing as a temporary fix. However, the relationship quickly developed into a long-term solution. ***"What was a short-term solution has now become a regular engagement as IRIS Outsourcing provides the flexible bridge between our actual staffing and our staffing needs."***



A photograph of two men in a modern office environment. One man is seated at a desk, working on a laptop, while the other stands beside him, looking at the screen. They are positioned in front of a large window that offers a panoramic view of a city skyline. The image is partially overlaid by a large red diagonal shape on the left side, which contains white text.

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Consistently reliable service and high-quality work

The firm has been satisfied with the service provided by IRIS Outsourcing, with the team proving themselves as reliable and flexible, adapting to Bright Brown's varying needs. *"IRIS Outsourcing is a very reliable service, and we have found them to be flexible to our needs, for example, allowing us to change the number of hours needed,"* Kay explains. The practice manager also notes that *"Their work is of a consistently good standard."*

The relationship between Bright Brown and the IRIS Outsourcing team is strong and collaborative. *"Any problems with timescales are always communicated and we are made to feel like a valued customer,"* says Kay. This open line of communication and transparent approach has helped build trust and contributed to a smooth-running partnership.



The impact on meeting deadlines

The firm acknowledges that the support from IRIS Outsourcing allows them to meet deadlines and maintain the service quality expected by their clients.

This partnership has enabled the business to continue delivering high-quality services on time, even during periods of staff shortages. As a result, Bright Brown recommends IRIS Outsourcing to other firms facing similar staffing challenges. ***“I would recommend considering IRIS Outsourcing particularly if you have any issues with meeting deadlines using your current staff,”*** says Kay Arnold.



Key benefits of IRIS Outsourcing

IRIS Outsourcing offers businesses a comprehensive and scalable solution to manage their workload efficiently. By partnering with IRIS, companies can access experienced professionals who provide high-quality work with flexibility in terms of hours and services. IRIS Outsourcing helps businesses handle fluctuating demands, fill staffing gaps, and ensure critical deadlines are met – all while maintaining a consistent standard of service.

With the help of IRIS Outsourcing, you can:

- **Focus on value-added services:** By outsourcing core accounting, bookkeeping, or payroll tasks to IRIS Outsourcing professionals, businesses can focus on higher-value advisory work and nurturing client relationships.
- **Achieve more with fewer people:** With IRIS Outsourcing, firms can grow without the financial risk of recruitment and training, effectively reducing costs associated with hiring permanent staff.
- **Solve short-term workflow challenges:** IRIS Outsourcing offers flexible solutions to manage team workload more effectively as needed – whether covering for staff absences or assisting with sudden work spikes.



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