



Harold Sharp CA (Accountants & Business Advisers) www.haroldsharp.co.uk

"Harold Sharp Chartered Accountants & Business Advisers has earned a reputation as one of the Northwest's leading independent accountancy firms. Today, the practice has six partners & 45 staff working with its clients, & 1000 clients across all industries. The firm adopts a forward thinking approach to working with its clients, & this outlook extends to an emphasis on delivering exceptional levels of service & advice that help its' clients to make confident decisions which ultimately help them to grow their personal & business assets.

The firm's proactive programme of client communication is central to its' client service commitment, delivering relevant & valuable news, stories, offers & general advice targeted to an extensive client base. This client base is managed via the firm's CRM systems, based on Act for Windows software. The system was designed & implemented by A & N in early 2007 & incremental enhancements have also been made by A & N.

I joined the late 2006, & realised immediately we needed help to develop a CRM system. Andy Procter understood our goals & translated them into a system that I could without extensive training or IT knowledge. Today, I have an easy-to-use system that is customised for our business development purposes, yet offers me the flexibility to make further enhancements to our business changes. I rely totally on A & N for their expertise in Act for Windows & I would highly recommend them to anyone who needs advice & support in using Act for Windows."

Caroline Hamer, Marketing & Business Development Manager for Harold Sharp