

# The Bookkeeper's Checklist for Selecting a Document Management & Client Portal Solution



**A strong document management system (DMS) and client portal platform keeps your bookkeeping practice organized, streamlines client collaboration, and protects sensitive financial data. Complete this checklist to compare key criteria, with a special focus on workflows, security features, and vendor services.**

## Collaboration and Efficiency

A DMS and client portal platform can streamline your monthly bookkeeping workflows and eliminate paper-based processes. Look for a platform that enables you to:

### Accessibility & Scalability

- Work safely in the cloud with unlimited storage to scale
- Provide anytime, anywhere access for staff and clients
- Add portal access directly to your website

### Document Organization & Search

- Process and organize receipts, invoices, and statements digitally
- Full text search to quickly locate specific transactions or documents
- Set up automated folder structures for client documents
- Create custom folder templates for different client types
- Scan and digitize paper documents easily
- Integrate with a scanner to make going paperless easy

### Workflow Automation

- Create custom document request templates for monthly/recurring items
- Request documents in bulk from multiple clients simultaneously
- Auto-track submittals and send reminders for missing documents
- Create templates for common client communications
- Track missing receipts and statements
- Receive alerts when clients upload time-sensitive documents
- Integrate with leading apps, like Intuit® QuickBooks, ProSeries, ProConnect, as well as Microsoft® Office and DocuSign®
- Save documents and edit documents live in Microsoft® Word and Excel

### Client Collaboration

- Provide a branded client portal for secure document exchange
- Enable easy document uploads through the portal
- Send items for client review, approval, and eSignature
- Auto-save uploaded and eSigned documents to correct client folders
- Create and send custom forms, proposals, and contracts
- Allow clients to securely complete documents online

## Security and Compliance

You must have a system that can protect your data and create peace of mind for everyone. Ensure that the DMS offers the features below:

- Bank-grade security and automatic data backup
- AES-256 encryption and SSL for all data transfers
- Two-factor authentication
- Granular access controls to set user permissions
- Ability to assign employees to clients
- Document version tracking for audit trails
- Automatic file locking to prevent conflicting edits
- Activity tracking for all document actions
- Secure file sharing with encrypted links
- Data protection compliance support

## Vendor Services and Trust

You'll want a vendor who will set you up for success and offers things like:

- Dedicated onboarding support
- Data migration assistance
- Training resources and documentation
- Live technical support
- Regular system investments and updates
- Implementation best practices
- Ongoing optimization



# Keeping Small Businesses Secure and Organized: How SmartVault Transformed a Tax & Bookkeeping Firm

Office Service Solutions, Inc. | New Castle, Delaware

Provides bookkeeping, accounting, consulting, and tax services to help individuals and small businesses reach their financial goals.

## The Challenge: Unorganized Files and Tedious Security

For small accounting firms like Office Service Solutions, Inc., organization is everything. With hundreds of clients, Accounting Manager Asher Please knew he needed a better system to track and secure client documents.

They previously stored files on a local network device, which was becoming increasingly cumbersome as the company grew. Emailing sensitive documents required tedious security measures, and misplaced files led to frustrated staff and clients. It was time for a change.

## The Solution: Cloud-Based Document Management

After implementing SmartVault, the improvements were immediate. No more fumbling with PDF permissions or insecure email. SmartVault, a cloud-based document management system and client portal platform, keeps all files neatly organized and securely stored.

## The Benefits: Organization, Security, and Accessibility

“SmartVault allows us to better track all of our client documents with ease,” Asher says. “It allows us to work remotely, if needed, without ever having to worry about not having the right file on my laptop.”

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**“SmartVault allows us to better track all of our client documents [and] work remotely, if needed, without ever having to worry about not having the right file on my laptop.”**

Asher Please, Accounting Manager

And forget rummaging through emails. Clients can now log into their portals to access documents anytime, anywhere. “Cases of lost documents are massively reduced,” Asher states, “And most [clients] appreciate knowing they can always log in and retrieve their files without hunting through old emails.”

When asked if he would recommend SmartVault to other firms, Asher didn't hesitate: “Yes, I would recommend it. It's important to have software to keep our firm convenient and secure in a progressively digital world.”

For growing companies like Office Service Solutions, SmartVault provides the organization and efficiency needed to focus on what matters most: serving clients.



SmartVault is the easiest and most secure way for you and your clients to store, share, and eSign documents in the cloud. SmartVault supports over 3 million users, securely stores over 500 million documents, and has facilitated hundreds of thousands of signatures.

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