

Accounting firm gets peace of mind



Brentnalls SA is a firm of chartered accountants whose business growth has enabled them to double the amount of staff in their Hindmarsh office over the last 7 years.

In 2003 Brentnalls recognised that they were fast approaching the limit of their current IT infrastructure and wanted to be proactive in facilitating for future growth; they turned to Vintek for advice.

After initial discussions with the partners and managers at Brentnalls SA, it became evident that they were not your typical accountants, with more of a 'partnership approach' to their client portfolio. A great

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John Balderstone. MYOB

deal of their business mindset focuses on innovative solutions. They are constantly looking to streamline the relationship between the partners, associates and their clients.

The outcome of these initial discussions was a relationship that not only helped Brentnalls SA with their current requirements but also ensured a structure to facilitate future growth.

We spoke with Brentnalls' Practice Manager Amalia Caporella, and Senior Accountant Aimee Campbell in February 2008 to evaluate the business relationship.

Speaking of Vintek's Director Paul Vinton, Aimee had this to say; "When we first met with Paul we appreciated his straight up approach, he told us what we needed to hear. In consulting with us he was able to provide a 'forward looking' approach and anticipate what we would need down the track."

"Their consultants are very personable and agreeable, and we are always able to get hold of someone when we need to," Amalia added. "Right through the initial process and even now there is a great line of communication, and we always know what's going on and who we need to talk to."

John Balderstone is the client manager for MYOB who worked closely with Brentnalls in order to ensure that recent upgrades married smoothly with MYOB software. We asked for feedback and how he saw the relationship from MYOB's point of view, "Working with Vintek helps companies to reduce the learning curve" he said, "especially with new or expanding networks."

Vintek has applied its own 'partnership approach' to network management with a relationship that allows Vintek technicians to 'own' any issues that might arise.

"Many companies have a very loose agreement with their network management consultants," says Paul Vinton. "When the pressure is on, a loose agreement allows a consultant to point to other things as the problem. At Vintek we refuse to enter that type of agreement, we enter into a partnership with our clients. That way if it's an IT issue, then the problem is ours to fix".

When we asked Aimee and Amalia about the ongoing customer care from Vintek, they both laughed and sighed at the same time. "It's nice to know that it's not all my problem." Amalia said. "We have confidence in Vintek's ability to provide solutions to our software vs. hardware vs. network issues."

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Amalia Caporella, Brentnalls SA

Vintek were very impressed by Brentnalls' attitude to its IT network, they were not content with merely adequate systems for their current needs. They are proactive in ensuring that future business growth has adequate infrastructure. With this type of initiative it's easy to see why they have experienced such growth in recent years.

Contributing Businesses

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