

CPAFMA 2023 Digitally Driven (Paperless) Benchmark Survey Results

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The CPA Firm Management Association completed our 2023 Digitally Driven (Paperless) benchmarking survey in December 2022 to find out the status of digitally driven office practices in member firms for the 2023 busy season. This “paperless” benchmarking survey has been conducted every two years since 2003 to help identify digital trends that member firms are adopting within their practices. This year 126 firms participated in the survey with the results summarized and compared to the 2021 findings (where applicable) below.

2023 CPAFMA Digitally Driven (Paperless) Benchmark Survey	2021	2023
<p>1. Tax: What digital workflow tool does your firm utilize to manage due dates and tax return progress?</p> <ul style="list-style-type: none"> -24% Xpitax XCM (22% in 2021) -22% Thomson Reuters Practice Management (Projects-15% in 2021) -18% CCH Workstream (18% in 2021) -10% CCH Practice Management (Projects) (6% in 2021) - 7% Thomson Reuters FirmFlow (14% in 2021) -10% Other (Karbon, Canopy, Office Tools, Onvio, etc.) - 9% None/Not Applicable (8% in 2021) 	92%	91%
<p>2. Tax: If your firm delivers the majority of your organizers via digital means what tools do you utilize?</p> <ul style="list-style-type: none"> -30% cPaperless SafeSend -13% Citrix ShareFile (11% in 2021) - 9% Thomson Reuters (NetClient/Onvio) 11% in 2021) - 5% SurePrep TaxCaddy - 3% CCH Axxess Portal (10% in 2021) - 2% SuraLink -48% Our firm is NOT delivering the majority of organizers digitally 	51%	52%
<p>3. Tax: What internal software or external services does your firm utilize to organize/bookmark scanned client source documents into a standard PDF Format?</p> <ul style="list-style-type: none"> -34% CCH ProSystem fx Scan (36% in 2021) -25% SurePrep (19% in 2021) - 3% Doc-IT - 3% Thomson Reuters Source Document Scanning - 2% Gruntworx (5% in 2021) - 9% Other (includes Adobe, Fox-it, Doc-It, DM, and other) -23% None/Not Applicable (21% in 2021) 	79%	77%
<p>4. Tax: What Optical Character Recognition application does your firm utilize to automatically transfer data from scanned source documents into your tax program?</p> <ul style="list-style-type: none"> -30% CCH ProSystem fx Scan with AutoFlow (33% in 2021) -25% SurePrep (18% in 2021) - 2% Thomson Reuters Source Document Scanning - 2% Gruntworx (4% in 2021) -37% None/Not Applicable (31% in 2021) 	69%	63%

<p>5. Tax: What digital annotation tool does your firm utilize when working on Adobe/PDF files (check all that apply)?</p> <ul style="list-style-type: none"> -47% CCH ProSystem fx PDFlyer (48% in 2021) -19% cPaperless Tick Tie and Calculate (15% in 2021) - 6% Doc-It - 5% Mofsoft Calculator (4% in 2021) -10% Other (includes Adobe, FoxIt, SurePrep) -17% None/Not Applicable (23% in 2021) 	<p>77% use at least one tool</p>	<p>83% use at least one tool</p>
<p>6. Tax: What application does your firm utilize to deliver the majority of your tax returns in a digital format?</p> <ul style="list-style-type: none"> -42% cPaperless SafeSend (23% in 2021) -15% Citrix ShareFile (25% in 2021) - 8% Thomson NetClient CS (11% in 2021) - 7% CCH Axxess Portal (12% in 2021) - 2% SuraLink, 2% Doc-It -14% Our firm does NOT deliver the majority of tax returns digitally 	<p>89%</p>	<p>86%</p>
<p>7. Tax: What is the primary monitor configuration for tax professionals on their desktop (including laptop display if utilized)?</p> <ul style="list-style-type: none"> -55% Triple Monitors (59% in 2021) -37% Dual-Oversize (20" or greater) (33% in 2021) - 4% Quadruple (4% in 2021) - 4% Single Oversize (30" or larger) (2% in 2021) - 0% Dual <20" Legacy monitor configuration (2% in 2021) 	<p>98% use more than two traditional monitors</p>	<p>100% use more than two traditional monitors</p>
<p>8. Tax: What digital eSignature tool does your firm utilize for tax returns/authorizations?</p> <ul style="list-style-type: none"> -49% cPaperless SafeSign (22% in 2021) -18% DocuSign (16% in 2021) -10% Citrix RightSignature (19% in 2021) - 6% CCH ProSystem fx Axxess eSignature (7% in 2021) - 2% Thomson eSignature (5% in 2021) - 8% None/Not Applicable (20% in 2021) 	<p>80%</p>	<p>92%</p>
<p>9. Tax: What W2/1099 Program does your firm utilize?</p> <ul style="list-style-type: none"> -24% 1099Etc. -16% QuickBooks -15% CFS Tax Tools -13% Greatland Yearli - 9% Thomson Reuters ACS -17% Other 	<p>96%</p>	<p>97%</p>
<p>10. Tax. What tax projection software does your firm primarily utilize?</p> <ul style="list-style-type: none"> -35% BNA Planner -29% Thomson Reuters Planner -22% WK/CCH Planner - 5% Lacerte Planner - 9% Other 	<p>NEW</p>	<p>35% BNA</p>

<p>11. Tax: What tax research program does your firm utilize? <i>(check all that apply)</i> -70% Thomson Reuters/RIA Checkpoint -33%WK/CCH Research -14% BNA - 7% Other</p>	NEW	70% TR/RIA Checkpoint
<p>12. Tax: What workpaper manager does your firm utilize to organize your business and complex individual tax return working documents? -46% CCH ProSystem Fx Engagement (43% in 2021) -14% SurePrep Binder (7% in 2021) -10% Caseware (8% in 2021) - 9% Thomson Engagement CS/Advance Flow (11% in 2021) - 8% Thomson File Cabinet Solution (12% in 2021) - 5% Doc-IT, 5% Other (various document management applications (15% and 4% None in 2021)</p>	96%	95%
<p>13. Audit: What audit workpaper manager/binder do you utilize to conduct audits, compilations, and reviews? -50% WK/CCH ProSystem (58% in 2021) -25%Thomson Reuters (20% in 2021) -13%Caseware (12% in 2021) - 2% Doc-It - 3% Other (Doc-It or other DM systems) - 7% None or N/A</p>	58% WK/CCH ProSystem	50% WK/CCH ProSystem
<p>14. Audit: Does your firm primarily link its audit applications to its tax application to digitally transfer trial balance information? 66% YES</p>	66%	55%
<p>15. Audit: What audit program vendor does your firm utilize? -69% Thomson Reuters/PPC (70% in 2021) -17%WK/CCH ProSystem (19% in 2021) - 4% RSM Orb -10% Other or None (11% in 2021)</p>	70% Thomson Reuters Checkpoint (PPC)	69% Thomson Reuters Checkpoint (PPC)
<p>16. Audit: What data extraction/analytic tools do your auditors utilize on the majority of their engagements <i>(check all that apply)</i>? -51% Excel (61% in 2021) -21% IDEA (17% in 2021) - 8% TeamMate Analytics (CCH) (10% in 2021) - 3% InformationActive (4% in 2021) - 2% Other (includes AC,Validis, Alteryx, CelerOps, and InFlo) -24% None/Not Applicable (20% in 2021)</p>	80%	76%
<p>17. Audit: What digital tool does your audit team use for scheduling? -31% Excel (37% in 2021) - 9% ProStaff (13% in 2021) - 6% XCM (4% in 2021) - 8% Other (includes 4% Outlook and 4% Practice Management) -41% None/Not Applicable (30% in 2021)</p>	70%	59%
<p>18. Audit: What application do your auditors utilize to receive the majority of source documents from clients digitally before the start of an audit? -30% Citrix ShareFile (29% in 2021) -21% SuraLink (14% in 2021) - 8% CCH Axxess Portal (17% in 2021) - 7% Thomson Reuters NetClient CS (15% in 2021) -10% Other (includes various portals, 2% SmartVault) - 20% None, we do NOT receive the majority of source documents before the start of the audit (9% in 2021)</p>	91%	80%

<p>19. Audit: What type of external monitors do your auditors primarily carry in the field? -34% ASUS (40% in 2021) -16% AOC (23% in 2021) -10% Lenovo (16% in 2021)</p> <p>-31% None-our auditors do not take dual monitors into the field (21% in 2021)</p>	<p>79%</p>	<p>69%</p>
<p>20. Audit: Do your auditors carry any of the following into the field the majority of the time (check all that apply)? -50% Mobile Hot Spot/MiFi Device (79% in 2021) -22% Scanners (51% in 2021) -22% USB Flash/Storage Drive - 6% Printers (14% in 2021) - 3% Multi-Function Devices (5% in 2021)</p>	<p>51% scanners</p>	<p>22% scanners</p>
<p>21. Administration: What percentage of firm personnel do you anticipate will be working remotely on a day-to-day basis through the upcoming busy season (assuming COVID restrictions)? -39% expect <11% of staff to work remotely on a day-to-day basis -16% expect 11%-25% of staff to work remotely on a day-to-day basis -21% expect 26%-50% of staff to work remotely on a day-to-day basis -18% expect 51%-75% of staff to work remotely on a day-to-day basis - 7% expect 76%-100% of staff to work remotely on a day-to-day basis</p>	<p>52% expect >50% of staff to work remotely on day-to-day basis</p>	<p>25% expect >50% of staff to work remotely on day-to-day basis</p>
<p>22. Administration: Which tools does your firm primarily utilize to store firm wide information or as an intranet (i.e. personnel manual, best practices and internal firm procedures)? -25% Microsoft SharePoint (25% in 2021) -20% Microsoft Teams/Yammer -19% Document Management (23% in 2021) - 2% WordPress (3% in 2021) - 9% Other (includes Box, Bamboo, Bloomfire CCH Engagement, GFR, Google Sites, iChannel, Jostile, OfficeTools, OneDrive, Shared Drives, SmartVault, Onvio, etc.).) -25% None, we do not utilize Intranet tools (26% in 2021)</p>	<p>74%</p>	<p>75%</p>
<p>23. Administration: Does your firm have an electronic document destruction procedure to ensure deletion of outdated electronic files on the network? 67% YES</p>	<p>58%</p>	<p>67%</p>
<p>24. Administration: What tool does your firm utilize to provide clients with a self-service payment option on your website? -29% Affinipay/CPACharge (21% in 2021) -16% QuickFee (17% in 2021) - 2% PayPal (3% in 2021) -22% Various providers including Authorize.net, Aiwyn, Braintree CardConnect, CardPoint, Freshbooks Gateway, Hearland, Intuit KotaPay, Omega, Stripe, TouchSuite, etc. -31% None, we do not have a self-service payment option on our website (65% in 2021)</p>	<p>65%</p>	<p>69%</p>

<p>25. Administration: What method does your firm utilize to <i>pay the majority</i> of accounts payables via electronic means?</p> <ul style="list-style-type: none"> -21% Credit card for Points/Miles (19% in 2021) -21% Bill.com (17% in 2021) -12% Credit card for Cash Back (19% in 2021) - 6% ACH - 3% Other (includes EFT/BillPay through bank) <p>-38% None, we primarily pay vendors via Checks/manual methods (31% in 2021)</p>	69%	62%
<p>26. Administration: What method does your firm utilize to create and submit digital expense reports to administration?</p> <ul style="list-style-type: none"> -39% Excel/Adobe (30% in 2021) -27% Practice Management/PDF (24% in 2021) - 3% Expensify (4% in 2021) - 2% Tallie (1% in 2021) - 8% Other (includes Concur, Bill.com, Ascentis, Bamboo HR, Chrome River Clarity, Divvy, Expense Approval Pro, OpenAir and Paylocity) <p>-21% None, our expense reports are manual (28% in 2021)</p>	72%	79%
<p>27. Administration: What dashboard/digital data analytic tools (other than Excel) does your firm utilize for internal report creation (<i>check all that apply</i>)?</p> <ul style="list-style-type: none"> -68% Practice Management (59% in 2021) -38% Microsoft Excel -20% Microsoft Power BI (20% in 2021) -12% Other (3 Abdo Compass, Business Objects Domo, Intacct, Reach Reporting, SSRS, XCM). <p>-12% Not applicable; our firm does not use digital dashboards or reporting</p>	79%	88%
<p>28. Administration: What digital tool does your firm utilize for managing the recruiting/hiring process?</p> <ul style="list-style-type: none"> -14% BambooHR (8% in 2021) - 3% Paycom, 3% LinkedIn -18% Other (included ADP Workforce, Grenhouse, Indeed, iCMA, Teams, Paychex, Paycor, PayEntry, Paylocity, Taleo, Trakstar) <p>-61% None, our firm does not utilize a digital recruiting tool (75% in 2021)</p>	25%	39%
<p>29. Administration: What digital HR tool does your firm utilize to manage employee evaluations?</p> <ul style="list-style-type: none"> - 11 % Bamboo (4% in 2021) - 4% Trackstar (5% in 2021) - 3% ADP, 3% Paycom, 3% Paylocity - 2% Halogen (4% in 2021) -18% Other (Included Camico, Excel, IntelliHR Micron, Paychex, Paycor Perform Yard, Quantum, Smartsheet, Survey Monkey, Taleo) <p>-56% None, we do not have a digital tool to manage evaluations (61% in 2021)</p>	39%	44%

<p>30. Administration: What digital tool does your firm utilize to track CPE compliance? -21% Practice Management (18% in 2021) -12% Excel Spreadsheet (11% in 2021) -11% Prolaera - 9% Thomson Learning/Rewired (10% in 2021) - 9% CCH CPE Link - 3% Micron CE Manager (3% in 2021) -10% Other (includes Bamboo, Harraka, LC Vista and State Societies) -26% None, we do not track CPE via electronic means (34% in 2021)</p>	<p>66%</p>	<p>74%</p>
<p>31. Administration: What tool does your firm utilize to store CPE Certificates in a digital format? -33% Adobe PDF on Network Drive (39% in 2021) - 9% CCH CPE Link - 8% Thomson Learning/Rewired (7% in 2021) - 8% Thomson GFR/FCS Document Management - 6% Prolaera -13% Other (Includes Micron CE Manager, SmartVault, Bamboo, Doc-It, Docuware and State society programs) -24% None, we do not store CPE certificates digitally (23%in 2021)</p>	<p>77%</p>	<p>76%</p>
<p>32. CAAS: Has your firm identified a digital "tech stack" of applications to support your firm's Client Accounting and Advisory Services?</p>	<p>33%</p>	<p>35%</p>
<p>33. CAAS: What accounting products does your firm utilize/support for client accounting? (Check all that apply) -93% QuickBooks Online -83% QuickBooks Desktop -23% Sage Intacct - 7% Xero - 6% Netsuite - 5% Thomson ACS - 3% Microsoft Dynamics - 7% Other (Sage50, Spire, Yardi, Dilners, Foundation, Botkeeper)</p>	<p>NEW</p>	<p>93% QuickBooks Online</p>
<p>34. CAAS: What Accounts Payable tech stack applications does your firm utilize? (Check all that apply) -46% Bill.com - 3% QuickBooks - 3% Melio</p>	<p>NEW</p>	<p>46% Bill.com</p>
<p>35. CAAS: What client Payroll tech stack applications does your firm utilize? -49% ADP -29% Paychex -13% Gusto - 7% QuickBooks - 3% Paylocity -18% Other (Accountant's World, ACS, Ahola, APS, Banyon, Ceridian Powerpay, Complete, Cyberpay, GoGo, Isolve JustWorks, MyPay, Payroll Relief, Rippling, Patriot, TPC, Sure, etc.)</p>	<p>NEW</p>	<p>49% ADP</p>

<p>36. CAAS: What client Expense Reporting tech stack application does your firm utilize?</p> <ul style="list-style-type: none"> -11% Expensify - 3% Tallie - 3% Concur - 3% Dext (formerly Receipt Bank) 	NEW	11% Expensify
<p>37. CAAS: What client Reporting tech stack application does your firm utilize? (Check all that apply)</p> <ul style="list-style-type: none"> -11% Microsoft Power BI -11% Fathom - 1% Jirav - 1% Qvinci - 9% Other (Abdo Compass, Botkeeper, QuickBooks, Reach Reporting, SimpliFi, SSRS) 	NEW	11% Use MS Power BI or Fathom
<p>38. CAAS: What Client RPA (Robotic Process Automation) tools does your firm utilize? (Check all that apply)</p> <ul style="list-style-type: none"> -3% Alteryx -2% Botkeeper (outsourced) 	NEW	3% Alteryx
<p>39. Practice Management: Does your firm deliver client invoices electronically?</p>	79%	86%
<p>40. Practice Management: What tools/APIs is your firm utilizing to automate input of client bank statements, invoices, receipts, etc. (Check all that apply)</p> <ul style="list-style-type: none"> -54% QuickBooks downloads (68% in 2021) - 4% ReceiptBank (6% in 2021) - 3% Hubdoc (5% in 2021) -36% None, Not Applicable (28% in 2021) 	72% use some API automation	64% use some API automation
<p>41. Communications: Does your firm provide internet-enabled devices (other than smart phones) for senior management working outside the office (i.e. tablets, netbooks, etc.)?</p>	51%	44%
<p>42. Communications: What collaboration/instant messaging tool does your firm primarily utilize internally?</p> <ul style="list-style-type: none"> -64% Microsoft Teams/Yammer (62% in 2021) -18% Zoom - 3% Slack (2% in 2021) - 3% Google Chat - 4% Other (includes Ring Centra, Jabber, Webex) -8% None, our firm does not utilize a collaboration tool 	82%	92%
<p>43. Technology: What Multi-Factor Authentication application does your firm utilize to login to the firm's network?</p> <ul style="list-style-type: none"> -51% DUO (45% in 2021) -29% Microsoft Authenticator - 9% Other (included Okta, AuthNet, Dell Defender, Safenet, TR, Userlock) -11% Not Applicable, we do not utilize Multi Factor Authentication (31% in 2021) 	69%	89%

<p>44. Technology: What remote access tools does your firm utilize to connect to client computers to provide support, training or remote work?</p> <ul style="list-style-type: none"> -29% Microsoft Teams (36% in 2021) -13% LogMeIn (19% in 2021) -11% TeamViewer (14% in 2021) - 6% GoToMeeting/Assist (23% in 2021) - 4% Webex - 3% Splashtop - 3% Zoom - 9% Other (included AWS, N-Able, MS Remote Desktop, Zoho) <p>-23% Not Applicable, we do not connect to client computers remotely</p>	77%	77%
<p>45. Technology: Does your firm utilize any appointment scheduling program where clients can arrange their own appointments?</p> <ul style="list-style-type: none"> - 9% Calendly - 7% Microsoft Bookings - 1% Each: Google, Boomerang, OnceHub 	NEW	19%

Roman Kepczyk will be presenting a webinar outlining the results of the survey and how your firm can integrate them on December 19, 2022, which will be recorded and made available for members on the CPAFMA.com website.

Roman H. Kepczyk, CPA.CITP, PAFM is the Director of Firm Technology Strategy for Right Networks and works exclusively with accounting firms to implement today's leading best practices and technologies incorporating Lean Six Sigma methodologies to optimize firm production workflows. Roman is a CPAFMA Advisory Board Member and been consistently listed as one of Accounting Today's Top 100 Most Influential People in Accounting, INSIDE Public Accounting's Most Recommended Consultants, and CPA Practice Advisors Top Thought Leaders to the profession.