

Benefits of 'The Trusted Adviser' Approach

A one stop shop for all your financial needs

It's hard enough to find a professional services provider you believe you can trust – let alone having to seek, interview and brief a range of advisers from a number of different firms to handle different elements of your financial and business matters.

What if you had just one firm that could cover it all? Would this make you feel comfortable or concerned?

Let us say up front that as a professional services firm, it is certainly in our best interests to have clients using as many of our services as possible. Modern day theory for the management of professional services firms suggests they aim to become 'The Trusted Adviser' for their clients. Firms who subscribe to this approach seek to take a 'relationship view' of their clients, rather than a 'transactional view'. In other words, the idea is to develop a long term working relationship with a deep understanding of their clients' business imperatives – rather than just going about the work job by job with little thought given to the bigger corporate picture.

At McLean Delmo, we understand that clients might have some concerns about 'putting all their eggs in one basket' with just one business adviser. But many more clients are already reaping the benefits and synergies of 'The Trusted Adviser' approach.

We can't speak for other firms, but here is a list of benefits of having all your financial affairs handled by one firm – McLean Delmo.

1. Managing a business can be complex and varied. No matter the size or stage of your company, the issues you face can have multiple impacts requiring advice and support from various financial specialists. At McLean Delmo, we have specialists covering all areas of accounting and finance. We are confident that any financial situation you may face can be dealt with within our team. So when you choose one McLean Delmo adviser, you are automatically supported by team of professionals across a range of disciplines, all working in the interests of you or your organisation.
2. Our advisers work together and communicate every day. They know each other and trust each other, so there is no threat of competitive tensions or miscommunication that may occur if advisers from disparate firms are asked to work together.
3. Whether at the planning stage, at critical milestones throughout the project or in times of unexpected crisis, you need a team that can pull together – ideally in one place at one time - to brainstorm, think creatively and work innovatively to deliver the best possible solution to meet your business needs.
4. The time it takes for your key contact and team of advisers get to know you and your organisation can be fast-tracked. The more we work with you, the more we can gather true insight into your business needs, allowing us to anticipate challenges, take advantage of opportunities and manage concerns swiftly and effectively.

5. Having a team of advisers in one firm saves you time. You come for one meeting in one place and speak to everyone you need at once. You brief your advisers once and can have confidence that your instructions are clear and will be passed on internally within your advisory team. With one call you can follow up all project elements. We know as well as you do that 'time is money' in business, so we do all in our power make our time together as efficient as possible.
6. 'The Trusted Adviser' approach saves you money. Internal efficiencies mean obvious savings such as reduced travel time, fewer incidentals and less charges relating to face-to-face meetings, which can all end up adding to your bill.
7. Our advisers take a common approach to project delivery, following entrenched internal rules and processes for quality assurance purposes. This makes your client experience smoother and the outcomes better for all.
8. There are great advantages in having all your financial details held in one place. Having just one firm acting as a guardian of your private records and financial history is preferable to holding some records with one firm and others elsewhere. If and when the time arises to access your files, you'll know exactly where to turn.
9. You get access to value-added support and services including regular communication and information from events, newsletters and special alerts. Our clients also appreciate networking opportunities with other clients and many mutually beneficial business contacts have been made at McLean Delmo functions.
10. If you have any concerns related to the advice you have been given, the ensuing outcome or for a billing query, this can all be dealt with through one single point of contact until the issues are satisfactorily resolved.

What about Audits?

It is true that firms cannot provide professional consulting services to their audit clients. To ensure we fully comply with this standard, we undertake extensive and regular conflict of interest reviews and have appropriate checks in place to protect our clients' interests.

In other areas of our practice, such as Financial Planning and Finance and Lending, we have been granted market-leading licences and accreditations to ensure we are operating to the highest quality standards and in the most transparent way possible for the benefit of all our clients.

Want to know more?

Your McLean Delmo Partner can talk with you about your business needs to determine if there are other areas where we can provide support. The benefits are obvious and the potential savings are huge. If you think McLean Delmo can be doing more for you, please give us a call today.



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