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	HEADER		
	ICAEW Technical Accreditation Scheme **"Accounting job management" Software Evaluation**		
	Date completed: August 2021		
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1.	**INTRODUCTION AND PROLOGUE**		
Introduction			
1.01	The suitability of software for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.		
1.02	Fundamentally, good software should: 1. Be capable of supporting the functions for which it was designed. 2. Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these functions. 3. Be effectively supported and maintained. It is also desirable that good software should: 5. Be easy to learn, understand and operate. 5. Make best practical use of available resources. 6. Accommodate limited changes to reflect specific user requirements. It is essential, when software is implemented, for appropriate support and training to be available.		
Approach to Evaluation			
1.03	The objective is to evaluate a product against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Accounting Jon Management Software, as laid down in the summary.		
1.04	In order to effectively evaluate the software, a product specialist from the vendor completed the detailed questionnaire and provided it to the ICAEW to examine. The ICAEW's Scheme Technical Manager then reviewed the operation of the various aspects of the software assisted by a member of the vendor's technical staff and checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.		
1.05	The Technical Manager discussed the assessment with a member of the vendor's staff in order to clarify any points requiring further information. In the event of disagreement between the supplier and the Technical Manager, the Technical Manager's decision was taken as final and the response changed accordingly.		
1.06	The latest version of the software was used throughout the evaluation.		
1.07	When the evaluation had been completed, a draft copy was sent to the ICAEW Scheme Manager for review before completion of the final report.		
Prologue: Matters to consider before purchase			
1.08	General Overview:	Kamozo is a subscription based, SaaS (Software as a Service) solution designed for accountancy practices and their staff to record and manage their workflow, providing visibility of compliance and practice deadlines, as well as an overview of staff assignments and workload, and management of user time.	
1.09	Supplier background:	Kamozo Ltd, was set up in 2015 to develop a cloud based solution to keep track of client deadlines, work documentation, user time and billing. The focus of Kamozo is to produce software that can provide tangible efficiency improvements to accountancy practices. Kamozo Ltd is headed by Mark Hill who runs a successful accountancy practice. Mark embraces technology uses in and around accountancy. He also owns and runs an online payroll platform. Kamozo's co-founder and Technical Director, Vincent Pirolli is a software and data engineer with a wealth of experience in commercial system design and maintenance. Many of the ideas, solutions and concepts that are contained within Kamozo are directly attributable to him.	

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1.10	Product background and suitability for the user:	Kamozo is the result of many years of work establishing what a practice requires to be effective and successful. It provides an effective solution to track client work, staff time and a very flexible client billing module. Kamozo calculates recurring compliance due dates and internal practice deadlines automatically, giving a complete overview of work in the pipeline across team members. Kamozo client billing enables a practice to set up a variety of charging structures depending on their requirement. Kamozo will accommodate hourly fee charging, either at service level, client level or user level. A schedule of hourly fee rates can also be applied to client jobs. For practices working on fixed fees, default fees can be set for the practice with the ability to amend a fee for each service at client level. Practices that charge for multiple services as a package are also catered for enabling the user to always be aware of the status of their packaged service client and where they are in any billing cycle. The system's "out of scope" and "Time Miscellaneous" functions allow other types of work, that may not be included within the original scope of work, to be monitored and charged.	
1.11	Add-on modules:	Kamozo is an all-inclusive system and as such does not have any add-on modules available for use or by further subscription.	
1.12	Typical implementation [size]:	The system has been designed to be scalable for any size of practice but we believe that practices of between 1 - 1500 clients, with 1 - 25 staff, are likely to form the largest proportion of users collectively.	
1.13	Vertical applications:	There are links to other cloud packages such as Xero & Quickbooks. There is Excel input for bulk upload of client data and Excel output files that can be generated by the user to interrogate data or for use in creating an import csv to other software products.	
1.14	Server flatform and database:	Microsoft Azure / Microsoft SQL Webcode : microsoft .net/C#	
1.15	Client specification required:	Any up-to-date modern web browser – Preferred - Chrome/Edge.	
1.16	Partner network:	Kamozo Ltd supplies directly to the end user/ accounting practice. It has no selling agreements with any 3rd party sales partners or resellers.	

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2.	**ISSUES AND CONCLUSION**			
Highlighted issues				
2.01	**There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements. Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:**			
2.02	The following weakness/omissions were identified:			
*	Role based security limited to 'admin' and 'user' roles, where the admin undertakes approval and billing functions. There is no separate role with read-only access.			3.03 3.06
*	There is no native integration with Microsoft's Active Directory for Single Sign On.			3.08
*	Two-factor-authentication ("2FA") is not supported.			3.09
*	There is no audit trail directly accessible to the user.			3.20/3.24 7.38
*	It is not possible for a user to undertake "point in time" backups. Kamozo backs up the complete platform to speed recovery in the event of a failure of the service.			3.28/6.51
*	Whilst files/attachments cannot be uploaded and stored against a transaction there is a "Documents" function that allows relevant client data to be referenced against a job.			4.15
*	Only pre-defined reporting is available. However, a comprehensive set of core reports is provided.			4.30
*	Users cannot create saved searches / filters / queries.			4.36
*	Regular reports cannot be added to a user's menus in the appropriate area of the system. However, they can be added to the user's home page.			4.37
*	The system is currently only available in English and operates in GBP.			5.01/7.01
*	The system does not support the creation and use of user-defined fields.			5.10
*	No "universal search" or ability to store searches or menu option favourites on a per-user basis.			5.14 5.15 5.16
*	Kamozo were finalising the help documentation at the time of accreditation.			5.19/5.20
*	Kamozo does not offer ESCROW for the software, but this is not unusual for a SaaS service.			5.23
*	Kamozo were finalising the support service options available at the time of accreditation.			5.32/5.38
*				
*	No links to other packages such as spreadsheets			5.41
*	No inbuilt functionality to create definable links to spreadsheets, but filtered] tables can be exported.			5.42
*	Currently there is no separate test environment available for users; but this is planned.			6.14
*	The system does not cater for expenses. However, these can be incorporated as a separate sum at the billing stage.			7.19 7.78-7.83
*	There are limitations regarding levels of approval and delegated access.			7.25/7.28
*	When estimating the cost of services, numbers of hours can be entered but these can't be split by grade.			7.32
*	The service dashboard does not allow the estimated and actual costs against each job/task to be tracked and compared; but this was in development at the time of accreditation.			7.56
*	Time entries can only be transferred to another job with the same client. If entered against the wrong client then must void the entry and re-enter it.			7.75
Evaluation conclusion				
2.03	For the specific use-cases in support of use by professional small to medium sized practice firms, for which the product is designed, it is a solid and capable solution. It is being actively developed and enhanced. Members should be aware of the limitation of the solution as above, and fully understand the role that it can play in an engagement. The lack of UK-based hosting arrangements may be a concern for some members, and anyone considering the solution should enquire as to the status of the vendor's GDPR arrangements, and also to take into account the developing status of the current 'adequate measures' data transfer arrangements between the EU and the UK.			
Disclaimers				

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2.04	Any organisation considering the purchase of this software should consider their requirements in the light of proposals from the software supplier or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, nor the ICAEW's Technical Manager (RSM UK Consulting LLP or any party nominated by the ICAEW to perform this role on the ICAEW's behalf) will accept liability for actions taken as a result of comments made herein. The decision to purchase software resides entirely with the organisation.		

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3.	ACCESS AND SECURITY		
Access control			
3.01	What security features are included to control access to the application?	HTTPS - SSL Authentication Passwords are encrypted via MD5 Hash Password resets are managed by email verification.	Confirmed
3.02	Can access to functions be managed via a permissions matrix so users can only see (in menus and other links) and access those areas they are authorised to access?	Yes	Confirmed
3.03	Is this access to the application managed by:- - Individual user profiles? - User groups or job roles?	User Groups	Confirmed. Basic 'user' and 'admin' roles can be assigned and disabled as needed.
3.04	Can a report be produced detailing all current users, their user groups if relevant, and their authority levels and/or access rights?	Yes	Confirmed. A screen shot could be taken.
3.05	If menus can be tailored does the system limit the display of menu options to those for which permission has been granted for each user?	Yes	Menus can't be tailored, but a user does not see what they do not have access to.
3.06	Does security allow for access to be limited to: - Read only? - Read/write? - Read/amend/delete?	No. Role based security only	Confirmed. Read-only access is not supported.
3.07	If data can be accessed by separate reporting facilities, such as ODBC or an external report writer, is the user access security control applied?	No external reporting integration	Noted
3.08	Does the system security integrate with Microsoft's Active Directory or other tools that provide a single sign-on?	No	Noted
3.09	Does the system provide 2-factor authentication (2FA)?	No	Noted. But on the roadmap.
Passwords and access logs			
3.10	Is access to the software controlled by password?	Yes	Confirmed
3.11	Does each user have a separate log on (user id)?	Yes	Confirmed
3.12	If there is no password facility please state how confidentiality and accessibility control is maintained within the software?	N/A	-
3.13	Are passwords masked for any user logging in?	Yes	Confirmed
3.14	Is password complexity available and enforced?	No	Noted
3.15	Are passwords encrypted?	Yes	Noted. See 3.01
3.16	Are users automatically logged off after a pre-set time not using the system? - Can the time period be changed? - Can any information be viewed without being logged in, including after logging off, if so what information?	Yes. Logged off after 90 minutes, which is fixed for all users. Information cannot be viewed without being logged in	Confirmed
Deletion of transactions			
3.17	Is it possible to delete a transaction?	Yes	Confirmed. Time-entry related errors are marked as such and stay on the system. Clients can be flagged as "Old" to remove from reports and views.
3.18	If so, then how are deletions controlled by the system?	This is a soft delete. Records are not deleted from database	Confirmed. See 3.17
3.19	Are deleted transactions retained in the audit trail (see below) and denoted as such?	Audit trail can be obtained by placing a support request via the portal.	Noted
Audit trails			
3.20	Does the system have an audit trail (log) which records all changes to transactions in the system?	Audit trail can be obtained by placing a support request via the portal.	Noted. Most details (e.g. time) can be seen directly. There is no audit trail directly accessible to the user.
3.21	Does this log also record any system error messages and/or any security violations?	System errors are recorded by the Kamozo application. Security violations are recorded.	Noted. Back-office only.
3.22	Is it possible to turn off or delete the audit trail?	No	Noted
3.23	Does the software allocate a system generated sequential unique reference number to each transaction in the audit log, date and time stamp it and record the user id?	Yes	Noted
3.24	Are all master file changes recorded in the audit trail?	All data changes are captured in an audit trail system	Noted. Not visible to the system user
Compliance			

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3.25	Does the system operate in a way that is compliant with data protection legislation including GDPR? How does the system facilitate this?	Kamozo follows key principles of GDPR as follows: Lawfulness, fairness and transparency - Data is held on the basis of Contract, Consent, and Legitimate Interest. Client contact data input & held relates to/facilitates agreed upon services with client. Notes may be made re. personal tax affairs/information for the purpose Kamozo users facilitating end-point client legal obligations re. tax. Purpose limitation - Personal data is only held in relation to contacting clients/users/their client base. Data minimisation - Minimal PII information is entered onto Kamozo, relating only to contact information, possibly notes related to tax affairs. Accuracy - Accurate input of data into Kamozo is emphasised to user-base. Fields allow for pasting from other systems, Companies House & address finder selection options allow for keying error minimisation, data exports allow for user base cross references opportunities. Storage limitation - Ex-client data is able to be marked and then is able to be deleted. Integrity and confidentiality (security) - SSL authentication on site as a whole. Time limited new user invitations. User management (invite and access removal) for Admin users/ Inactivity time out function. Active support of security monitoring and support.	Noted
3.26	Describe your use of sub-processors if any?	None	Noted. End users are the processors.
Backup and recovery			
3.27	Is there a clear indication in the software or manuals as to how the data is backed-up and recovered?	Backup and recovery is at system level as opposed to customer level	Noted
3.28	How often are backups taken and to what point can restores be done?	Point in time recovery to 35 days	Noted. See also 6.28, 6.50 and 6.56
3.29	How does the software facilitate recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Point in time recovery to 35 days	Noted. See also 6.28, 6.50 and 6.56
3.30	If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Only the transaction being input	Noted
3.31	What features are available within the software to help track down processing problems?	Reporting and Data Exports to aid analysis of the data	Noted

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4.	DATA PROCESSING AND REPORTING		
Input and validation of transactions			
4.01	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
4.02	Are these menus user/role-specific?	Yes	Confirmed
4.03	Can the creation or amendment of standing data (e.g. customer account details) be undertaken using menu options or dialogue boxes as opposed to requiring system configuration?	Yes	Confirmed
4.04	Does the software provide input validation checks such as: - [account] code validation? - reasonableness limits? - validity checks?	Yes	Confirmed. E.g. Negative time is blocked; there are date checks in relation to compliance due-dates.
4.05	What control features are within the software to ensure completeness and accuracy of data input?	Data cannot be entered unless all mandatory fields are populated with valid inputs.	Confirmed
4.06	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	The system ensures there are no duplicate jobs for a client. A user can check time entries logged daily on their user dashboard providing visibility of any overlap	Confirmed. Client ref and Company Registration Number must be unique. Postcode address finder is used.
4.07	Is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	All validation occurs server side.	Confirmed
4.08	Is data input by users validated by routines running on the server before data files are updated?	Yes	Confirmed
4.09	Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc?	No character limits or restricted characters	Noted
4.10	Are responses to erroneous data input clear so that they do not lead to inappropriate actions?	Yes	Noted
4.11	Does the software have an automatic facility to correct/reverse/delete transactions?	Billing Module allows for ammendments / adjustments / corrections of package billing services to facilitate changes. Time entries can be voided via Entry Error option and re-keyed, or alternatively moved to different jobs under a client.	Noted. See 3.17
4.12	If yes, are these logged in the audit trail?	Yes	Noted. But not visible to the user.
4.13	Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes	Noted. This is handled by the database.
4.14	Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes	Noted. Updated time entries appear in the browse list.
Import and export of data			
4.15	Can files/attachments be uploaded and stored against any transaction?	No, with the exception of a user avatar, although there is a "Documents" tracking function on each job that allows relevant client materials to be referenced and booked in / out, and tracked.	Noted. The "Documents" function allows relevant client data to be referenced but not held electronically within the system.
4.16	Is there an additional charge made for storage of uploaded files? - If yes, please indicate the cost.	No	-
4.17	Can data be imported into the system from multiple types of files, e.g. XLS, text, CSV?	XLSX only	Noted. Used for bulk upload of templated client information.
4.18	Explain how the system validates imports into the system and what happens to any import which fails?	Records are validated per line. User is presented with failures and can amend via the user interface before finalising the upload	Noted. Can just import the valid transactions or fix the failure and reimport the whole batch.
4.19	Are imported /interfaced transactions detailed in the audit trail? *[See also 3.27]*	Yes. Batched data is validated prior to importation	Noted.
4.20	Can data be exported from all areas of the system to multiple formats e.g. XLS, CSV, PDF, text; if so specify which formats are supported?	All data grids and reports can be exported to XLSX format	Confirmed. There is an "Excel export" button in the clients, jobs, and time entry screens.
Data processing			
4.21	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. outstanding transactions are processed before month end is run)?	Yes	Confirmed

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4.22	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed
4.23	Is a month/period-end routine required to be undertaken?	No	Confirmed
4.24	Is it possible to delete accounts if the balance if Nil but transactions have been recorded against the code?	No	Noted
4.25	What is the size and format of reference numbers and descriptions within:- - Ledgers? - Stock? - Currencies?	Billing Ref : 14 Characters Credit Notes : 12 Characters	Noted
4.26	How does the software guard against/warn about duplicate account numbers on set up?	Client Ref No is enforced as a unique constraint at database level	Confirmed
4.27	How does the software enable the traceability [from, to and through the accounting records] of any source document or interfaced transaction?	Time entries can only be allocated to one job. Jobs can only be allocated to one bill. Billed Invoices that have been exported are marked as interfaced.	Confirmed. Can see the details and filter for these but not drill through directly.
4.28	What drill down/around functionality is available within the software?	Clients, Jobs, Time Entries, Notes, Billing can be drilled down several dimensions as per filters within each module.	Confirmed. See 4.27 above.
4.29	If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Standing information is stored centrally and propagated out to new records. For example, fee changes are instantly applied to new entries.	Noted
Report writer			
4.30	Does the system have an in-built report generator or is a third-party solution used (if so please specify)?	Pre-defined reporting is available only. Has a suite of reports available to all. This can be added to by Kamozo admin if requested. See current list linked to note 7.106	Noted
4.31	Is the report writer based on a standard SQL-type approach and is it flexible and easy to use?	N/A	-
4.32	Can the report generator operate over the financial and operational aspects of the system, e.g. combining service metrics with financial information?	N/A	-
4.33	Is a comprehensive data dictionary provided to aid field selection?	N/A	-
4.34	Does the system provide a library of reports and templates which can be amended, saved and re-run?	Report definitions are fixed. Parameters can be specified at runtime.	Confirmed. A comprehensive set of core reports is provided.
4.35	Can users create their own reports? If so, what are the controls on users doing this?	Report definitions are fixed. Parameters can be specified at runtime.	Confirmed
4.36	Can users create saved searches /filters / queries?	No	Confirmed
4.37	Can regular reports be added to user menus in the appropriate area of the system?	No	Confirmed
4.38	Does the system support the production of on demand (interactive) and scheduled batch reports?	On demand reports and data exports are available throughout the system. Daily summary reports are scheduled for distribution via email each night.	Noted. There is a set of pre-defined reports that are emailed to Admin users on a daily basis.

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5.	USABILITY		
Ease of use			
5.01	Does the solution provide a multi-language user interface?	No	Confirmed
5.02	Does the system allow for customizable branding and UI (e.g. corporate colour palate, upload company logo, etc)?	No	Noted
5.03	Does the system have a similar look and feel and overall and consistency between screens and modules?	Yes	Confirmed
5.04	Is data entry easily repeated if similar to previous entry?	The job creation process is fully automated. Time Entries, Documents and Notes are non repetitive input.	Noted
5.05	Does the software prevent access to a record while it is being updated?	No	Noted
5.06	Is there locking at file or record level?	No. Being a Saas platform, the database locks to update at time of user submission only.	Noted. Latest change is saved.
5.07	Does the software allow for the running of reports whilst records are being updated?	Yes	Confirmed
5.08	Can timestamps or user comments be added to transactions?	Yes	Confirmed. There is narrative against a time sheet. Notes can be added against a service
5.09	Is there the ability to store preferences and default values on a per-user basis. e.g. department/team/user?	User specific Cost / Charge Out / Fee Schedule rates can be stored	Confirmed. Fee rates are an Admin function set within "Settings" and can be set by practice or service type, by various fee structures, and packages.
5.10	Does the system have the ability to provide user-defined fields with associated validation of data input?	No. Users cannot define fields, but can create user defined services for ad-hoc jobs.	Noted
5.11	Can the system provide user with reminders and notifications e.g. workflows?	Yes	Confirmed
5.12	If the system provides workflows, does it have functionality to substitute/delegate authorisations?	Yes. Ownership of Jobs can be re-allocated	Confirmed. Staff assignment feature.
5.13	Is there the ability for users to define and configure layouts of letters and forms?	No	Noted
5.14	Can users save the parameters of searches?	No	Noted
5.15	Does the system have a "universal search" option, allowing a search to be undertaken over all modules of the system?	No	Noted
5.16	Can the system store menu option 'favourites' on a per user basis?	No	Noted
5.17	Can a user open multiple windows accessing the same or different modules of the system?	Yes	Confirmed
5.18	Can more than one software function be performed concurrently?	Yes	Confirmed
User documentation and training			
5.19	Is the manual provided as: - hard copy - on CD - by download - via a web-interface?	Web Interface	Noted. Being formatting and finalised at time of accreditation.
5.20	Does the manual include: - An index or search facility? - A guide to basic functions of the software? - Pictures of screens and layouts? - Examples? - A tutorial section? - Details of any error messages and their meanings?	Intention to provide	Noted. Being finalised at time of accreditation.
5.21	Is context-sensitive help available within the system?	Intention to provide	Noted. Being finalised at time of accreditation.
5.22	Is the manual and/or help editable by the user (subject to the permissions matrix)?	No	Noted
5.23	Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party (ESCROW)?	No. As per standard for Saas platform software no ESCROW requirement.	Kamozo does not offer ESCROW for the software, but this is not unusual for a SaaS service.
5.24	Please detail the training options available?	Via online video hosting sites (such as YouTube), support documentation (above) online webinars, direct remote access, & call based support	Noted
5.25	Who provides training: - Software House? - VAR?	Software House	Noted
Support and maintenance			

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5.26	How is the software sold: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct	Confirmed
5.27	How is the product supported: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct	Confirmed
5.28	Do VARs have to go through an accreditation process?	N/A	-
5.29	Is the software sold based upon number of named users or a number of concurrent users?	No - priced on number of practice clients	Confirmed. See www.kamozo.com/pricing/
5.30	The supplier should detail the support cover options available, covering: - The hours provided? - Associated costs? - The global regions covered?	Support provided as part of the software subscription during normal working hours. Currently UK only	Noted
5.31	Detail the process by which customers raise support requests and how these can be viewed/managed?	Raised via portal support ticket system	Confirmed. See www.kamozo.freshdesk.com/support/login
5.32	Please note the methods of support available: - Telephone? - Internet chat? - Remote access to customer workstation? - Other, please specify?	Kamozo currently operates a Freshdesk support ticketing system, with a dedicated support email address or login area, providing numbered support tickets with email communication capabilities and status tracking. Users have access to knowledgbase area also held on Freshdesk. There is also telephone and remote PC access support available for more critical issues.	Noted
5.33	Do you offer service credits for failure to meet performance around SLA and uptime (if applicable)	No	Noted
5.34	What is your escalation path for tickets which have not been resolved within a reasonable time?	Tickets are prioritised based on number of users affected and assigned based on severity	Noted
5.35	How often are general software enhancements provided?	General software enhancements are provided as soon as approved by internal QA and testing user group	Noted. A release could be a mix of fixes and enhancements.
5.36	Will they be given free of charge?	Yes	Noted
5.37	How are enhancements and bug fixes provided to customers?	Updates are rolled instantly to all users. There is only one version of the production software available at any time.	Noted
5.38	Is “hot line” support to assist with immediate problem solving available?	Yes	Noted
5.39	If so, is there an additional cost involved?	No	Noted
5.40	At what times will this support be available?	Business hours M-F 09:00 - 17:30	Noted
Integration and www facilities			
5.41	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	No	Noted
5.42	Can definable links to spreadsheets be created?	No	Noted. However, main data grids can be exported to Excel.
5.43	Does the system provide secure document storage capability: If so, please give examples of the document types saved and what transactions these might relate to.	No	Noted. But see 4.15 above.
5.44	Can documents be scanned into a secure repository?	No	Noted. But see 4.15 above.
5.45	Does the system provide data migration tools for transactional and master data sets (e.g. employees customers, suppliers, journals, invoices).	No, however an export link to Xero and QB can be defined in Practice settings for invoice data export. Elsewhere, main data grids can be exported to Excel (clients /jobs / time listings etc).	
5.46	What connection mechanisms does the software have and what breadth of functionality in terms of: - operations (add, update, delete)? and - what transactions/data it can access? E.g. if webservices APIs available, then can customers connect to whatever software they wish?	N/A	-
5.47	Does the system support mobile working?	Yes	Confirmed. The system just needs a browser and Internet access. Screen size will be the limitation.

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6.	**SAAS/HOSTED OPERATION**		
	This evaluation covers the system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system, as well as the return of the data when the contract expires or is terminated.		
Data centres and customer data			
6.01	Whose data centres are used and where are these located: - If hosted -- where data centre controlled by a third-party? - If SaaS -- where the software vendor will be in control?	Microsoft Azure datacentre, West Europe, Amsterdam	Noted
6.02	Does the customer get a choice of the jurisdiction in which their data resides?	No	Noted
6.03	What certification(s) do you or your platform operators hold relating to your data centres and your business operations?	Microsoft Azure infrastructure meets a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. Also meeting country- or region-specific standards, including Australia IRAP, UK G-Cloud, and Singapore MTCS. Rigorous third-party audits, such as those done by the British Standards Institute, verify adherence to the strict security controls these standards mandate.	Noted
6.04	Do you or your platform operator have an SSAE16 (System and Organization Controls) report available?	Microsoft Azure conforms to SSAE 18 (which supersedes SSAE 16). Please see link https://docs.microsoft.com/en-us/compliance/regulatory/offering-soc	Noted
6.05	What are the physical controls over the:- - Premises? - Fileservers? - Communications equipment?	Microsoft designs, builds, and operates datacentres in a way that strictly controls physical access to the areas where your data is stored. Microsoft understands the importance of protecting your data, and is committed to helping secure the datacentres that contain your data. We have an entire division at Microsoft devoted to designing, building, and operating the physical facilities supporting Azure. This team is invested in maintaining state-of-the-art physical security. Microsoft takes a layered approach to physical security, to reduce the risk of unauthorized users gaining physical access to data and the datacentre resources. Datacentres managed by Microsoft have extensive layers of protection: access approval at the facility's perimeter, at the building's perimeter, inside the building, and on the datacentre floor. Full details in this link : https://docs.microsoft.com/en-us/azure/security/fundamentals/physical-security	Noted
6.06	Is the space in this/these data centre(s) shared with any other companies?	No, Owned by Microsoft Only Yes, as a hosted shared service, with other Msoft Azure hosted platforms, as a multi-tenanted environment.	Noted
6.07	Is data for different customers/companies kept:- - On separate servers? - In different databases? - In separate database tables? - In a database with data for other customers and companies using logical security to partition customers' data?	The Kamozo platform operates as a multi-tenanted system.	Noted
6.08	How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Kamozo is a multi-tenanted application. Each database table stores a Practice ID key per record. Each user session is identified by a unique practice ID that authenticates the records available to the user	Noted
6.09	What controls are in place to prevent users from one customer/company accessing data from another customer/company by accident or by design?	Each user session is identified by a unique practice ID that authenticates the records available to the user	Noted

Ref	Requirement	Response	Reviewer Comments
6.10	How is [Internet] communication traffic monitored to identify potential problems before they happen: - From a performance perspective? - From a security standpoint?	Performance is managed via scale up rules configured within Azure which reacts to server load. DDOS protection is provided by Azure. SSL 256 bit cert is installed across all Kamozo domains.	Noted
6.11	What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	The software operates as a disconnect SaaS system. Data is served to the clients browser as an HTML stream. Microsoft Azure guarantees that Apps will be available 99.95% of the time	Noted
6.12	Are communications between the user's computer and the software service encrypted: - User log in data only? - All data exchanged between user client and software service?	Yes, data is encrypted over SSL	Confirmed
6.13	Is data on your servers encrypted at rest?	Yes	Noted
6.14	Is a test environment provided to test configuration changes? If so, is there an additional charge for this?	Kamozo operates multiple environments (Test, Staging, Live) with restricted acess. There is not a test environment available for users at the moment.	Noted
Access to customer data			
6.15	What are the implications of the Data Protection Act over information held by the hosting service provider, and how does the vendor mitigate these?	Microsoft Azure is fully GDPR compliant	Noted
6.16	Are you subject to any legal or regulatory requirements obliging you to retain a copy of customer data?	No	Noted
6.17	Who will be able to access or see customer data?	Customers only see their data within their environments. Kamozo Administrators can see customer date by invitation from Practice Administrators (toggle on/off ability).	Noted
6.18	Explain the procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems.	Kamozo Administration portal is password protected. Azure administration portal is also password protected.	Noted
6.19	Explain the release management procedures in place and the associated segregation of duties ?	There is segregated responsibility between development and QA. Enhancements changes or modifications provided by developmment team are deployed to testing environment for assessment by QA team. 1) Bug / enhancemnet identified 2) Issue investigated and prioritised on sprint/branch 3) Analyse effect of change as being critical or non-critical to data 4) Pass through review/testing process to ensure safe release	Noted
6.20	Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Kamozo Developers implement changes via the Change Approval Board.	Noted. See also 6.19
6.21	Explain the review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	1. Investigate issue 2. Analyse effect of change as being critical or non-critical to data. 3. Pass through review process to ensure safe release as hotfix *Fast Track process for critical fixes:* 1. Investigate issue 2. Analyse effect of change as being critical 3. QA/Development team test in development area 4. Direct release to live environment as hotfix	Noted
6.22	Is an audit trail always maintained of these emergency changes?	Yes. All code changes are captured in Azure.	Noted
6.23	What procedures are in place when members of staff leave to ensure that their system access is stopped?	Staff access to Azure databases and Portal are controlled and removed within Azure.	Noted
Platform and service levels			
6.24	Which databases can be used (Hosted) or are used (SaaS)?	Production environment for mainstream customer base. Staging environment for internal testing.	Noted
6.25	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.?	Usernames and Passwords are used for login authentication. Encrypted cookie authentication during user session. Cookie created by the server are stored on client browser for per session authentication.	Noted
6.26	What is the proposed product/service availability percentage?	99.95%	Noted. As Azure.
6.27	What percentage availability has been achieved over the past 12 months?	99.95%	Noted. As Azure.

Ref	Requirement	Response	Reviewer Comments
6.28	Is a service level agreement ("SLA") offered regarding: - Service availability? - Data recovery?	Service availability is as per Microsoft Azure. Data recovery is only at system level not at customer level. Individual customer data cannot be rolled back. Transaction logs can be made available on request.	Noted. See also 3.28 and 6.50
6.29	Is the service available 24x7 or are there downtime periods for maintenance?	24x7 apart from minimal disruption during upgrade releases (Scheduled and planned for overnight releases wherever possible).	Noted
6.30	Is the customer made aware of maintenance periods in advance?	Yes, via advanced/ notification email. Looking at alternatives e.g. advanced popup message at time of login.	Noted
6.31	Does the application software:- - Require any client software to be installed on the user's computer? - Work entirely within Internet Browser software on the user's computer?	The software works entirely within an internet browser. Built to HTML5 and W3C standards. Responsive and supports latest versions of all major browsers. Google Chrome is the approved browser. Microsoft Edge and Apple Safari are also compatible. Client software (Microsoft Excel) will be required to view data exports.	Noted
6.32	Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	N/A	-
Platform security			
6.33	What security steps are taken to prevent and detect intrusion attempts?	SSL is implemented across all environments. Implementing Azure Web Application Firewall	Noted
6.34	Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes	Noted. As per Azure.
6.35	Which monitoring software is used to create alerts when intrusion attempts are suspected?	Azure Web Application Firewall (WAF)	Noted
6.36	Are designated staff responsible for receiving and urgently responding to these alerts?	Yes	Noted
6.37	Have clear procedures been established for identifying and responding to security incidents?	Kamozo's platform currently resides on Microsoft Azure and CloudGuard Ltd are the current cloud security service provider for Kamozo and offer an SLA based 24/7 Managed Detection Response (MDR) service to manage all incidents and events triggered from the Kamozo platform. All processes and procedures are managed by CloudGuard.	Noted
6.38	Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	This is a hosted service by Microsoft Azure who manage security and updates of the platforms	Noted
6.39	List the procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	Managed by Azure - PaaS	Noted
6.40	Is a system log maintained by the service provider that details - User access? - User activity? - Error messages? - Security violations?	Yes Yes Yes Yes Yes. Kamozo has adopted CloudGuard security dashboard, based on Azure Sentinel and Azure Web Application Firewall (WAF), to identify any actual or potential issues in real time	Noted
6.41	Is this log available to the customer?	No	Noted
6.42	Have there been any successful unauthorised access attempts been made during the last year? If Yes:- - What was the effect on the business and users? - What steps are in place to prevent this happening again?	No	Noted
6.43	Is penetration testing regularly carried out by (please indicate frequency of tests): - Staff specialising in this field? - External specialists?	CloudGuard manage this as part of their service offering.	Noted
6.44	If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	External penetration testing is provided annually by CloudGuard, includes hosts and external IP addresses.	Noted
6.45	Are security procedures regularly reviewed? Please indicate frequency of reviews.	CloudGuard review integrated procedures quarterly and work with Kamozo for any process improvements.	Noted

Ref	Requirement	Response	Reviewer Comments
6.46	What security reporting is provided demonstrating compliance against certification(s) and policy(ies)?	CloudGuard leverage Azure Sentinel as the Security Incident and Event Management (SIEM) platform, this provides Kamozo a real-time view of compliance of the Azure infrastructure. All events are logged and managed accordingly.	Noted
6.47	Are any security breaches communicated to customers?	Yes. Any breach of data on the Microsoft Azure platform will be communicated.	Noted
Backups by the service provider			
6.48	In relation to backups undertaken by the system provider please explain: - How is a customer's data backed up? - How often is this undertaken? - What is backed up? - What's the media used? - Where are backups stored? - How many copies are there? - How long are they retained for? - Who has access to them? - Is the data encrypted?	1. Online Back up to the cloud 2. Continuous backup (Azure) + daily backup (Kamozo) 3. Full database backup 4. Cloud 5. Cloud 6. One copy per backup instance, daily. 7. Azure 35 days, Kamozo 1 year 8. Kamozo Admin 9. Yes	Noted
6.49	How frequently is a test-restore of backups undertaken?	Monthly	Noted
6.50	Can the provider restore from a backups that it has taken at a customer request?	No, specific data cannot be restored as this is a multi-tenant system. However, a full audit trail of data changes can be provided at request to the customer.	Noted
6.51	Does a customer have the ability to undertake their own backups?	No	Noted
6.52	If so, can a customer restore data a backup that they have taken?	N/A	-
Platform recovery			
6.53	What contingency plans are in place to enable a quick recovery from: - Database or application software corruption? - Hardware failure or theft? - Fire, flood and other disasters? - Communication failures?	Kamozo is architected on Azure native services such as SQL RDS, Redis Cache and Blob storage all of which are underpinned by Microsoft Azure's high availability across their global datacentres, please refer to this link to provide further detail on SLAs - https://azure.microsoft.com/en-gb/support/legal/sla/summary/	Noted
6.54	How often are these plans tested?	Annual	Noted
6.55	How often are these plans reviewed and updated?	Annual	Noted
6.56	What are your: - Recovery Point Object (RPO) standards? - Recovery Time Objective (RTO) minimum standards?	RPO/RTO are based on Microsoft Azure SQL services - https://azure.microsoft.com/en-gb/support/legal/sla/sql-database/v1_5/	Noted
6.57	If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	UTC	Noted
6.58	What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	This is a platform agnostic SaaS product and can be moved from Microsoft to AWS or other provider.	Noted
6.59	If the system is hosted are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements? If so, how long does the arrangement allow?	Kamozo is a fully accessible, globally hosted SaaS platform provided via Microsoft Azure, which is public cloud. There are no plans for Kamozo to move from Azure in the foreseeable future. Use of the platform is contingent on someone providing the software as a service (saas) to the subscribers as a multi-tenanted system.	Noted
6.60	Are there any individual members of the vendor's staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	No	Noted
Platform change management			
6.61	Describe your approach to upgrades including what option customers have not to take upgrades (if any)?	Being a SaaS system, there is only one production version at any one time.	Noted
6.62	Are users able to test the application before new versions go into live use?	We envisage that a Test User Group will be established. Practices enlisted in the Test User Group will able to test application changes before being made available in the general release.	Noted
6.63	Are users given notice before application changes are applied to the live system?	Yes	Noted
6.64	Are changes delivered into the live environment "switched off" to enable users to test them before enabling them for their environment?	No	Noted
6.65	Describe what testing and QA processes are undertaken before upgrades and other changes are made live/available to customers?	General software enhancements are provided as soon as approved by internal QA	Noted

Ref	Requirement	Response	Reviewer Comments
6.66	If a hosted system, explain the release management procedures in place and the associated segregation of duties ?	Development is managed in branches. Branches are tested in the QA environment, reviewed and approved by the change board before being authorised for release to production.	Noted
6.67	Are users informed when they next login of the application changes that have gone into live use?	Yes, via email.	Noted
6.68	Do customer staff have to take any action (e.g. regression testing) when new editions, patches or upgrades are released? If so, please describe what they should ordinarily do.	No	Noted
Subscription options			
6.69	What is the minimum level of commitment must the customer sign up to, e.g. 36 months?	1 month	Noted
6.70	Where online payment is used, what type of security is used to protect sensitive information?	Payments are processed via third party e-commerce platforms. Currently WooCommerce and PayPal.	Noted
6.71	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Subscription invoices are sent to the subscriber via email from the e-commerce platform.	Noted. Subscription is essentially a recurring monthly direct debit.
6.72	When subscriptions need to be renewed, what advance notice is provided and what is the time limit for renewal?	The subscription is rolling. Monthly agreement with one month's notice to terminate; minimum one month.	Note
6.73	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	Service will be maintained for 30 days after subscription renewal is due.	Noted
6.74	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately. There is a "subscription usage meter" on the all main & client dashboards to show the number of clients in use and the total licenced for.	Noted
6.75	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	The subscriber will be provided with notifications and confirmations from the payment gateway of the subscription details and payment.	Noted
6.76	To what extent are users able to access their accounting and other data if: - They miss one or two payments? - They cease being customers?	30 days from the expiry of the last paid subscription.	Noted
6.77	At the end of the contract term, how long does a customer have to obtain a copy of their data from you?	30 days from the expiry of the last paid subscription.	Noted
6.78	At the end of the contract term, how is a customer's data destroyed (if appropriate) and will that destruction be certified?	At the request of the client, all data can be deleted from the Kamozo system	Noted
6.79	What is your processes regarding disposal of end-of-life and failed hardware devices that were used to operate your service?	N/A	-
SaaS/Hosted Reporting			
6.80	Are reports produced from the same software as the financial applications or is separate reporting software used?	The reports are contained within the web application. These are available for download to Excel.	Confirmed
6.81	Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No	Noted
6.82	What browser versions are support: - On desktop/laptop (PC, Mac, Linux)? - On Tablets? - On mobiles?	*Supported:* Desktop - Chrome *Compatible :* Desktop - Edge, Safari Tablet - Chrome, Safari Mobile - Chrome, Safari As per 6.31, the software works entirely within an internet browser. Built to HTML5 and W3C standards. Responsive and supports latest versions of all major browsers. Google Chrome is the approved browser. Microsoft Edge and Apple Safari are also compatible. Client software (Microsoft Excel) will be required to view data exports.	Noted
6.83	Is access to the reporting facilities and data controlled by the same procedures as access to the main application?	Yes	Confirmed
6.84	If it's different, explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	N/A	-
6.85	In what electronic formats are reports produced:- - PDF? - XML? - MS Excel spreadsheet? - CSV file? - As html for viewing in a web browser? - Other, please specify?	HTML, Excel (.xlsx), & .csv (for invoice export only) All reports are visible on screen and main grids are able to be exported to Excel for subsequent formatting and printing as required.	Confirmed. All reports are exported to Excel.

Ref	Requirement	Response	Reviewer Comments
6.86	Are report documents stored on the web server or on the user's computer? If stored on the web server, are they secure to ensure only users with appropriate authority can get access?	Excel reports are downloaded to the user's machine. In-application reports run on live data and are not stored.	Noted
6.87	For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file? If Yes: - Is there any protection against other users viewing the report or data on which it is based? - Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	No	Noted
6.88	Are communications between the browser and the server encrypted for any report related communications?	All communications between client and server are encrypted over SSL.	Confirmed
6.89	If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?	No Reports are produced dynamically; however, as a live SaaS product any reports required by the user that provides a snapshot of live data should be run, and saved/stored locally for future reference as might be required.	Noted
6.90	Can reports viewable in a browser be navigated dynamically by users? For example: - Enabling drill down to more detailed information? - Altering which columns and rows of data are displayed. - Choosing time periods? - Specifying selection criteria?	 Yes No Yes Yes	Noted
6.91	Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	No. However, all reports can be exported directly to Excel.	Confirmed
6.92	If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	The user will experience a web page will timeout if there is a poor connection.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.	**ACCOUNTING JOB MANAGEMENT**		
Global setup			
7.01	Can the system operate in multiple currencies? - If so, please state which.	No. GBP only currently	Confirmed
7.02	Does the system integrate to accounting/financial packages? - If so, please list which ones are supported and explain the method of integration (e.g. dedicated connector, webservices, etc):	Yes 1. Xero - CSV Upload 2. QuickBooks - CSV Upload More default ecport .csv options to be added as subscriber demand determines	Confirmed
7.03	Does the system enable multiple codes, categories and/or cost centres to be setup that can be applied to clients and services?	Yes	Confirmed
7.04	Does the system provide inbuilt workflow functionality?	Yes	Confirmed
7.05	Does the system allow a user to use multiple devices to support mobile working, e.g. a workstation, phone and/or a tablet?	Yes	Confirmed
7.06	Can the system work in an "offline" mode, with transactions transferred to the service once Internet connectivity is available and enabled?	No	Noted
7.07	Is the software available as multi-office? If so, how many offices are supported?	Yes, unlimited	Confirmed
7.08	Does the system handle inter-office processing including: - Inter-office journals of time/expense cost? - Lend/borrow of staff between offices?	No	Noted
Time periods			
7.09	How are time periods are handled by the software?	Time forms are all set to enter hours and minutes. System accumulates in minutes and reports as both hour/min & mins	Confirmed
7.10	How many:- - Weekly time periods can be set up? - Years can be set up?	104 Weeks ahead of system date 2 years ahead of system date	Noted. System creates an initial 2-year period and then rolls this forward auto-matically.
7.11	Can the length/ number of periods be adjusted to suit different client requirements?	Yes	Confirmed
7.12	How many years and weekly time periods can be open at any one time?	All	Confirmed
7.13	Can previous weeks and years be accessed for enquiries or reports?	Yes	Confirmed
7.14	Is it possible to allocate time/expense transactions to: - Future periods? - Previous closed periods? - A previously closed year?	 Yes Yes Yes There isn't really the concept of closed periods. Year on year comparisons can be done at any time. Time entries can be made at any time for any date. Certain reports related to Practice time are reported based on Practice's own year end date (as specified in Practice settings)	Confirmed. A practice user will be posting [time] to the latest period.
7.15	If so: - What controls are in place e.g. level of authorisation and on screen warnings? - Will the software revise subsequent periods accordingly?	 All time entries and billing requires approval by Practice Admin Yes, manually, see. 7.14. Time entries can be made at any time for any date, and any unbilled time can be identified at any given point, and added to new or existing bills.	Noted. Time is booked into the period to which it applies.
Budgets			
7.16	Does the software permit the use of budgets for services provided to clients, and provide comparisons between budgets and actuals?	Yes. An estimate of hours is entered against each service when it is applied to a client. These can be compared to actuals in a report.	Confirmed
7.17	Does the software have the ability to import budgets from an Excel spreadsheet, validating the contents on input and providing an exception report of any failed imports?	N/A	-
7.18	How many versions of budgets/forecasts can be maintained on the system? If yes, how many versions of budgets/forecasts can be maintained on the system?	N/A	-
7.19	Are budgets available for: - Time? - Expenses? - Overall job cost? - Client?	 Yes No (free text line on bill as manual entry) Yes Yes	Noted
7.20	Can budgets be set by: - Period? - Annually?	Annual	Noted

Ref	Requirement	Response	Reviewer Comments
7.21	Can budget holders be assigned within the system?	No	Noted
7.22	Can the software automatically generate budgets? If yes, please state how this is achieved. e.g. based on agreed services and associated tasks.	Budgets are generated based on agreed services and associated tasks	Confirmed. The template amounts against specific services are taken. And the time taken in the previous year will be recorded.
User access and approvals			
7.23	Does the system provide a permissions matrix so that rights can be set at user and group level?	Yes	Confirmed. There are "Admin" and "User" roles.
7.24	Does this apply to: - Job management functionality? - Workflow? - Time entry? - Expense entry? - Authorisations?	 Yes No Yes No Yes	Confirmed
7.25	Is it possible to define delegated access?	No	Confirmed
7.26	Can expense value-limits be set at user-level?	N/A	-
7.27	Can workflow authorisations be set to work at a user and/or group level?	No	Confirmed
7.28	Can multi-level authorisations be set?	No	
7.29	Can approval value-limits be set for approvers?	No	
7.30	Can limits be set at user-level below which approval is not required?	No	
Services and jobs/tasks			
7.31	Does the system allow for the setup of a number of client services, together with associated jobs/tasks within each service?	Yes	Confirmed
7.32	For each job/task within a service is it possible to set: - the number and grade of staff required? - the anticipated hours work required by each?	 No Estimated Hours are set per client service, but not split by grade of staff.	Confirmed
7.33	Does the system allow for different methods of charging services to clients, including: - Fixed fee - Hourly time and materials - Scheduled cost per task - Other, please specify	 Yes Yes Yes Practice / User charge out rate Additionally, a client's services can be set with Out of Scope status that allows a user to create a one off / ad hoc ("Out Of Scope") job that falls outside of a previously agreed scope of service.	Noted
	Flexible billing/invoicing: The Kamozo system includes a very flexible billing module to allow practices to invoice their clients in a variety of ways. 1) Billed on a per job completed basis(scheduled billing) 2) Billed as a package of services monthly 3) Billed as a monthly on account payment of fees likely to be incurred Kamozo tracks the monthly invoices as they are sent to a client and the time spent on work a client. If a client wishes to change the services included in their package mid-way through the year Kamozo is able to display the value of invoices raised to them on their package with the value of the time expended to date. It then has the ability to create an adjusting invoice/credit note for the existing package and that package to be marked as completed. Once a package has been completed the user is then able to create a new package by selecting / re-selecting the services to be provided to create a new set of monthly invoices based on a new revised package value.		
7.34	Is it possible to set different charge rates for specific jobs/tasks (types of work) within a service?	Yes	Confirmed
7.35	Is it possible to set different charge rates for specific grades of staff working on a job/task?	Yes	Confirmed
7.36	Can a specific employee have multiple charge rates, i.e. different charge rates for different clients?	Yes	Confirmed
a 7.37	Does the system store skill types / grades of employees?	Yes	Confirmed
7.38	Does the system store rate history for each employee?	No	Noted. This is held at the database level and cannot be reported on directly at present.
7.39	Is it possible to set client specific rates for a specific service for a particular job/task?	Yes	Confirmed. But not by grade.
7.40	Can a set of services be grouped and offered as a 'package' to a client?	Yes	Confirmed
Client setup			
7.41	Does the system allow basic client and client contact details to be held?	Yes	Confirmed
7.42	Can these be imported from a spreadsheet template?	Yes	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.43	Can a client have multiple mailing addresses? e.g. Mailing address, billing address, etc.	Yes	Confirmed
7.44	Can a client hierarchy be entered so that: - Clients with multiple offices can be processed? - Consolidated billing can be provided to the client?	No Yes Currently, system allows for companies to be charged time relating to jobs applied to linked individuals. System shows at client level, 'billls paid by' and 'bills paid for' facilitating grouping of billing across mutilple related clients.	Noted
7.45	Can multiple clients be linked to one billing address?	Yes	Confirmed
a a	Does the system hold the following information against a client: - Flags for client type and/or status? - Billing rates? - Internal cost rates? - Time and billing metrics? - Lists of services, noting those currently active ?	Yes Yes Yes Yes Yes	Confirmed
7.47	Does the system have the ability to record communications with the client? e.g. notes of conversations, calls, emails etc	Yes Relevant notes can be associated against any job, and reported by client via the Notes report tab. Each time entry has note functionality options toggled per service at Practive level.	Noted
7.48	Does the system have the ability to store documentation exchanged with the client? e.g. contracts, returns, notes, etc	Document Log and Notes recording	Confirmed. See also 4.15
7.49	Explain how services are assigned to a client and how the staff working on each service and the associated service costs are set.	Required services for a client are selected with a start date. This will generate future jobs. A principle owner and other allocated staff can be assigned to a job. Any active user can record time against any job. Service costs rely on the client fee structure per service configuration. Time will be charged based on this configuration	Confirmed
7.50	Explain how a service is allocated to a client and subsequently set 'active'.	The practice admin will set which services are offered by the accounting practice from the configured services offered by Kamozo. The practice admin will then enable specific services at client level.	Confirmed
7.51	Explain how key service dates are set against a service, e.g. start of a tax year, filing dates, etc.	Services require a base date to generate the initial service. If a date is shared between 2 or more services, the date is only entered once by the user. Dates required are determined by client type and services selected.	Confirmed. Links to client type and services selected.
Service activation and service job/task tracking			
7.52	Once a service is activated how does the system generate the various jobs/tasks assigned to each service?	Services are selected for a client. Base dates are then required to be input to create the initial service instance and future instances. Jobs are then generated for review. If generated as expected then the user can approve draft services. These are then active and data can be logged against them.	Confirmed. See 7.51 above.
7.53	Once a service is active does the system provide a dashboard for each client that can be used to monitor the progress of each service and job/task within it?	Yes	Confirmed
7.54	Once a service is active can key dates (for reporting and deliverables) be set against the job/tasks in each service? Do these show on the dashboard?	Yes	Confirmed. Compliance and internal due dates can be set.
7.55	Does the dashboard allow estimated and actual time on each job/task to be tracked and compared.	No, but from client dashboard user can see agreed services and estimated billing breakdown based on services. Report functionality provides comparison of actual and estimated hours variance.	Confirmed
7.56	Does the dashboard allow the estimated and actual cost against each job/task to be tracked and compared.	In development. Possibly part of specific KPI report section.	Noted
7.57	For an active service does the system allow: - The order and priority of jobs/tasks to be changed? - Jobs/tasks to be marked as completed? - Jobs/tasks to be re-opened (subject to permissions)? - Job/task due dates to be amended? - The staff allocated to specific jobs/tasks to be amended to reflect team workload (workload management)? - Service and job/task statuses to be updated?	Yes Yes Yes Yes Yes Yes	Confirmed. Can prioritise via changing internal due date.

Ref	Requirement	Response	Reviewer Comments
7.58	Does the system provide workflow against tasks and services to notify staff of: - Jobs/tasks due? - Filing deadlines? - Actions needed? - Missing time? - General reminders? - Other, please specify?	 Yes Yes No Yes Yes	Confirmed. Via user dashboard or via the overnight user-email (general reminders).
Time and expense tracking			
7.59	What units does the system record time in? e.g. units of 1 hour, decimals, hours and minutes.	Hours and Minutes	Confirmed
7.60	Can more than one unit be used in the system?	Yes, Hours and Minutes	Confirmed
7.61	What timesheet lengths are supported? e.g. daily, weekly, monthly.	daily	Confirmed
7.62	Does the system support chargeable (client, service, task/job) and non-chargeable time-codes?	Yes	Confirmed
7.63	When entering a timesheet is the list of assigned tasks/jobs limited to those assigned to the user when the service was activated for that client?	Yes by default to aid efficiency. However, a user can select all live jobs in the system	Confirmed
7.64	Does the system allow chargeable time to be marked as billable or non-recoverable?	Yes	Confirmed
7.65	Is a comment (text) field available for each time entry? - If so, is this mandatory?	Yes, not mandatory	Confirmed
7.66	Does the system have an inbuilt time-clock to capture elapsed time directly against a time-code?	No, but very flexible time entry accessible from various points across the system.	Confirmed
7.67	Can the system be set to ensure users input time sheets on a regular basis? e.g. Daily.	No, but the dashboard widget shows the current day s time as it is entered and ability to view previous days total time by user. System also provides user time to Practice Admin via email summary each evening	Confirmed
7.68	How is a the user alerted when their time sheet is missing and how does the system flag which period is missing?	Missing time entries are managed via daily email to practice admin and also users. User can see periods missed using the "my time today" widget on the My Work dashboard	Confirmed
7.69	Are time entries posted immediately or held pending update/approval?	Entries are visible immediately in "open" status. They can be manually posted during the day or will be atomically set to posted by the system overnight	Confirmed
7.70	If the system has a timesheet approval process please explain how this works.	Practice Admin can approve/ reject time entries once they have been posted	Confirmed
7.71	What validation checks are made by the system on the input of time sheets? e.g. required hours in a day.	None. The data is presented to Practice Admins to be managed manually.	Confirmed
7.72	Can time be posted in advance and if so how far?	Yes, unlimited	Confirmed
7.73	Can the current and future timesheets for a staff member be open at the same time?	Time is recorded against jobs only. Users can post time independently.	Confirmed
7.74	How is future time posted (e.g. as soon as system date is reached, when manually posted, etc.)?	Time is recorded against a job	Confirmed
7.75	Can time be transferred: - From one client/job to another? - From chargeable to non-chargeable? If so, what controls are there in place over such transfers?	 Yes Yes Time entries can only be transferred to another job with the same client. Incorrect time entries can be voided and re-entered to correct client/job.	Confirmed. If entered against the wrong client then must void the entry and re-enter it.
7.76	What controls are there in place to ensure that the correct charge out rate has been applied to billing?	The charge out fee is set at service level per client. Rates are managed centrally by Practice Admin. Bespoke rates per client service can be manually overridden by Practice Admin only.	Confirmed
7.77	How does the system cope with a timesheet that crosses two periods (for example a weekly timesheet over a month end?)	Time is logged per job. It is not calendar driven. Time entries cannot span 2 days.	Confirmed
7.78	Does the system provide functionality for the entry of chargeable expenses and their allocation to client jobs?	Yes, disbursements can be added as a line entry in the Billing module. Expenses cannot be recorded as incurred	Confirmed
7.79	Is there validation on expense claims (e.g. mileage, overnight allowance)?	This cannot be recorded	Confirmed
7.80	Does the system cater for standardised disbursements such as a cost of a letter, telephone call, specific event etc.	No	Confirmed
7.81	How does the system handle VAT for expenses?	VAT can be added to a disbursement line in Billing	Confirmed
7.82	Can an expense be posted for a staff member along with their timesheet?	No	Confirmed
7.83	Can an expense be set up with a rate or an amount? E.g. All mileage is at 52p a mile, train fare is to be posted as an amount.	No	Confirmed
Billing			
7.84	Does the system provide a default set of billing templates?	Yes. Defined & editable in the Practice settings.	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.85	If so, can these be amended and made client specific?	Yes	Confirmed. The default text can be amended at the time the bill is prepared.
7.86	Does the system support billing on the basis of: - Time spent (scheduled billing by service)? - In advance (package)? - On account (lump sum for service or package)? - A mix of the above? - Other, please specify?	Yes Yes Yes Yes	Confirmed. Billing by time spent (scheduled) and package billing (fixed set on a monthly or quarterly basis).
7.87	Does the system allow the manual selection of time/expense entries to bill?	Yes	Confirmed
7.88	Does the system allow the entry of a rounded fee with appropriate adjustment to the bill?	Yes	Confirmed
7.89	Does the system have it's own financial ledgers or does it have the facility to export bills for processing by a third-party finance system?	Relies on exporting of billing data to third party finance system (currently Xero / QuickBooks)	Confirmed
7.90	If bills are processed by a separate finance system please details the systems supported and the method of integration, e.g. direct connector, CSV export/import, web-services, XML, etc.	Xero / QuickBooks CSV Export	Confirmed
7.91	Please explain how the system handles credit notes and how these are passed into the financials.	Credit Notes can be created by the system and recorded as negative values on CSV Export to third party system that recognises the negative value as a credit note.	Confirmed
7.92	Please explain any integrated debtor management functionality provided within the system.	N/A	Noted
7.93	If a service in cancelled by the client before completion, please explain how the system deals with: - Unbilled time/expenses on the service? - Any non-chargeable time/expenses on the service? - Closing the service so that time/expenses can no longer be posted to it?	Part completed job would be pushed through the workflow to completed. Any unbilled time can be assigned to another job for the same client within billing. Service is marked as no longer required which stops any time entry being recorded against a future job instance	Confirmed
7.94	If the service to be cancelled is part of a package where the other services are continuing, please explain how the system handles this.	Current Package is terminated. Adjustment bill is generated for any time spent. Jobs on initial package released to facilitate them being included in a new package configuration	Confirmed
Dashboards			
7.95	Does the system provide a series of dashboards for clients, services/jobs and time/expenses?	Yes	Confirmed
7.96	Does the system allow drill through from the dashboards into the underlying transactions?	Yes	Confirmed
7.97	Does the software provide a **summary** dashboard for a specific user that shows: - Clients with services/jobs worked on? - Services/jobs worked on and completed? - Documents awaited/received/sent? - Work assigned and in-progress? - Time booked to services/jobs? - Time outstanding by time period?	 Yes Yes Yes Yes Yes Yes	Confirmed. Via a combination of dashboards and filtered on-screen lists.
7.98	Does the software provide a **client** related dashboard that shows: - Services and tasks/jobs? - Documents? - Billing (by billing type)? - Time allocated by service and task/job? Can these be filtered by client, client type and status?	 Yes Yes No Yes Yes - All	Confirmed. Via a combination of dashboards and filtered on-screen lists.
7.99	Does the software provide a **service and task/job** related dashboard that shows: - Services and tasks/jobs? - Documents? - Time allocated by service and task/job? Can these be filtered by client, service, task/job status and due date?	 Yes Yes Yes Yes - All	Confirmed. Via a combination of dashboards and filtered on-screen lists.
7.100	Does the software provide a **time/expense** related dashboard that shows: - Time allocated by client? - Time allocated by service and task/job? Can these be filtered by client, service, task/job status, user, chargeable/non-chargeable and date-range?	 Yes - All Yes Yes	Confirmed. Via a combination of dashboards and filtered on-screen lists.
7.101	Does the software provide a **document** related dashboard that shows: - Documents by client, service/job? Can these be filtered by client, service, task/job, user and date-range?	 Yes Documents only logged at Client and Job level.	Confirmed. Via a combination of dashboards and filtered on-screen lists.

Ref	Requirement	Response	Reviewer Comments
Reports			
7.102	Does the system provide a series of inbuilt reports for clients, services and tasks/jobs, time/expenses and billing?	Yes	Confirmed
7.103	Does the system allow drill through from the reports into the underlying transactions?	No	Confirmed
7.104	Does the software provide **client** related reports that show: - Services and tasks/jobs? - Key dates? - Time allocated by service and task/job? - Billing: Current bills and billing history by bill type?	 Yes Yes Yes Yes	Confirmed
7.105	Does the software provide **service** and **task/job** related reports that cover: - Lists of services and related tasks/jobs? - Related documents? - Key dates by service and task/job?	 Yes Yes No	Confirmed
7.106	Does the software provide **time/expense-related** reports that cover: - Missing time? - Time spent and chargeable by client? - Time spent and chargeable by service and task/job? - Time value by service and task/job? - Non-chargeable hours? - Specific non chargeable codes? e.g. sickness, leave. - Chargeable expenses, by client per service? - Non-chargeable expenses?	 No Yes Yes Yes Yes No No No	Confirmed. Missing time is provided via the daily email to Admin and dashboard view.
7.107	Can these reports be filtered by: - Client and client status? - Service and task/job? - Task/job status? - User? - Date range? - Other, please specify?	 Yes Yes Yes Yes Yes	Confirmed
7.108	Are all reports adequately titled and dated? e.g. report name, client name, service, period, pages, numbers etc.	Yes	Confirmed. The report title becomes the Excel filename. File properties show user and date created.
7.109	Do the reports provide totals where applicable?	Yes	Confirmed
7.110	Is a report writer provided as part of the software or as an add on? If so, please state the name of any third party package.	No	Confirmed. Export to Excel.
7.111	Can users define the parameters, columns, fields and selection criteria used on reports?	No	Confirmed
7.112	Are standard reports always produced, even when they are nil returns?	No. If there is no data on a filtered request then no "Export to Excel" button is available.	Confirmed
7.113	Can a hard copy be produced of all screen enquiries?	Yes	Confirmed
7.114	Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes	Confirmed
7.115	Does the report writer have the facility to scroll up and down when output to screen?	N/A	-
7.116	Does the report writer allow print previews of all reports?	N/A	-
7.117	Can reports be output directly to other formats e.g. Excel, CSV, txt, XML, PDF etc. for any period of time required? - If so, please state the formats supported.	Export to Excel	Confirmed