

Client data audit guidance

Content

Overview	3
Data Audit	4
Know your data	4
Handle missing values	4
Remove duplicates	4
Standardise data formats	4
Correct data inaccuracies	4
Data consistency and hierarchy	5
Maintain data governance	5
Data quality grading	5
CCH -Data categories and descriptions	6
Standing/static/core data	6
Practice management data	6
Compliance data	6
Document management	6
Core data audit	7
Client data	7
Contact data	7
Employee data	8
Additional Client and Contact Information	8
Associations	8
Assignments & Jobs	8
Appendix	9
Data audit summary – grade 1-10	10
Client record fields	11
Contact record fields	11
Employee record fields	11
Additional contact detail fields	12
Associations fields	12
Assignment fields	12

Overview

The purpose of this document is to provide framework for customers embarking on a project with Wolters Kluwer which will involve data conversions.

Utilise this guidance to review, audit, and act upon your findings. Once your project commences with the Wolters Kluwer team, you will be responsible for ensuring the quality and consistency of your business data.

Data Audit

A data audit is a systematic evaluation of your organisations data assets to assess their accuracy, completeness, reliability across all your systems which are required to service your clients.

Audit your client data before converting it with Wolters Kluwer. Check if the data matches across systems, determine the primary source of truth, and use it for the new system implementation.

Key aspects of a data audit include:

- Accuracy - Ensuring that the data is correct and free from errors
- Completeness - Verifying that all necessary data is present and accounted for
- Reliability - Checking that the data is consistent and dependable over time
- Compliance - Ensuring that the data meets regulatory and industry standards
- Timelines – How up-to-date the data is

Know your data

- Identify common issues (missing data, duplicates, poor formatting, email addresses invalid or not unique)
- “clean” data is complete and has consistent details.

Handle missing values

- Ensure mandatory fields are complete
- Remove irrelevant records if necessary

Remove duplicates

- Use manual inspection or reporting to identify duplicates
- Merge partial records into one complete record or remove duplicates

Standardise data formats

- Use DD/MM/YYYY for dates
- Avoid separating characters in text fields. E.g. ABC-123
- Ensure data is in the correct field (e.g. email in Email field)

Correct data inaccuracies

- Maintain consistency with a standard list of values for categories
- Avoid multiple categories with the same meaning

Data consistency and hierarchy

When businesses use multiple systems to serve their clients, data inconsistencies can arise due to the varied objectives of users and the limitations of resources for checking data governance and addressing discrepancies.

When merging data from multiple systems, any system out of sync with client data can affect the entire project.

- Determine the primary source of truth and decide which data to use.
- Address unsynchronised/conflicting data before working with Wolters Kluwer to avoid time-consuming efforts and extra service charges.
- Determine who in your business will decide which data source is accurate.
- Communicate these decisions and process changes to your teams to minimise the recurrence of data mismatches.

Maintain data governance

To ensure strong data governance, customers should create clear rules for managing data. Assign specific people to oversee data quality and conduct regular checks to fix any issues. Invest in training and tools to support these practices, making sure everyone knows their role in keeping data accurate. By encouraging accountability and ongoing improvement, customers can maintain reliable data management over existing and future systems.

Data quality grading

Use a grading scale of 1 to 10 to assess your dataset, where 1 is very poor quality and 10 is excellent. Evaluate each data category and field essential for conversion success.

Determine your acceptable grade to proceed without extra chargeable services from Wolters Kluwer for quality improvements. Extra services will affect the delivery schedule and need team commitment for business decisions.

CCH -Data categories and descriptions

Data categories for conversions



Central standing data



Practice management data



Business information

Standing/static/core data

- Primary record and reference data for clients – individuals and organisations for example:
 - Client code (unique), names, address, contact information, identification numbers (UTR, NI)
 - Contacts associated/connected with clients
 - Option to include references to partner, office, Christmas card
 - Employees – all staff who will use the system including charge out rates where applicable

Practice management data

- Standing data plus
- Client financial data: WIP and Debt – opening balances

Compliance data

- Compliance modules include Accounts Production, Personal Tax, Corporation Tax, Trusts, Audit
- Data import is available for customers transitioning from existing CCH modules, but no migration tools exist for non-CCH Personal Tax data
- Trial balance imports are available for Accounts production from any system

Document management

- Electronic documents from existing CCH systems, approved competitors or formal folder structure

Core data audit

To prepare for data conversion to your CCH solution, please review the following guidance carefully. Additional details will be provided as your project approaches to help your teams manage source data and make necessary adjustments once the data conversion process begins. The key points below outline the essential steps for ensuring that your standing data is well-prepared for a smooth implementation of your project.

Client data

- The Primary/Main names fields for clients. Types are used to identify the client entity as person, organisations, partnership, LLP etc. For people clients full names are segmented into separate fields and include mailing names and salutations to make full use of the functionality of CCH Central and its product modules.
- Clients all have a unique client code.
- Addresses are the Primary/Main communication addresses for clients and include email address for people clients (must be unique). CCH Central supports multiple addresses linked to client records via the internal address book.
- Reference and identifying data such as company registration number, UTR, National Insurance, Date of incorporation are part of the client record for individuals and company as identified by their client type.

Contact data

- The Primary/Main names fields for contacts.
Codes are not part of the contact record
For people contacts full names are segmented into separate fields and include mailing names and salutations to make full use of the functionality of CCH Central and its product modules.
- Contacts are the people you communicate with at your organisation clients. Contacts of all types are linked to client records by an associated relationship – Billing contact, Director, HMRC office
 - Addresses are the Primary/Main communication addresses for contacts and include email address for people clients (must be unique). CCH Central supports multiple addresses linked to client records via the internal address book

Employee data

- Records of each individual employee contains details as required by the business in CCH Central
- Names and unique codes for each employee record
- Credentials for logging into CCH Central
- Charge rates with commencement dates for chargeable staff
- Timesheet settings for individual employees
- Security permissions
- Code if employee is also a partner of the business and has a partner record in CCH Central
- Email and work addresses used by integrated functionality in CCH Central and must be unique
- Links to Business Information as required

Additional Client and Contact Information

- Addresses types, used for clients and contacts, details for addresses other than main details, for example, registered, billing, home, business
- Each address type can be used once on each client or contact record
- CCH Central supports multiple address types
- Communication type, Email, phone, fax, website for example personal email, home phone, can be used once per record
- Available to clients and contacts
- Additional to main client and contact details

Associations

- The link between two separate clients or contacts in CCH Central
- Form the basis of the contacts list important to ensure that contacts are correctly related/associated with clients
- CCH Central includes a comprehensive selection of system associations or relationships ready to use i.e. *has billing contact of, has mailing contact of*
- Complete contact records fully to benefit from automated tools, especially email, telephone, email
- A direct link A – B and the relationship between them for example Big Company has Director of Ms Boss
- CCH Central supports multiple associations linked to each client and contact record
- Custom associations are an option in Central

Assignments & Jobs

- Assignments represent the type of work you are performing for a client. Typically all assignments on a client will be chargeable. None chargeable assignments can be added to an internal client which can be used to track time spent on internal tasks.
- Time and disbursements are recorded against assignments, helping to monitor the effort and resources spent on various tasks
- Workflows attach to jobs, jobs represent the specific instance of the work the assignment service e.g. Assignment = Accounts Preparation, Job = 2025 (The period of accounts work being generated)
- Workflows attach to jobs, jobs represent the specific instance of the work the assignment represents. E.g. Assignment = Accounts Preparation, Job = 2025 (The period of accounts work being generated)
- Note that assignments are also used for tagging/profiling any documents and correspondence with the client which keeps all information relating that element of work together

Appendix

Data audit summary – grade 1-10

Ref	Record Type	Missing data	Mandatory data	Duplicates	Standard format	Standard dates format	Characters/Spaces separating, leading, trailing	Match across all systems	Irrelevant data	Inactive records	Overall grade	Reviewed by	Action Required	Action with	Comments
8.1	Clients												☐		
8.2	Contact												☐		
8.3	Employees												☐		
8.4	Additional Contact Details												☐		
8.5	Association or Relationship Types												☐		
8.6	Assignment (Client Services)												☐		
													☐		
													☐		
													☐		
													☐		
													☐		
													☐		

Data quality grading 1 – 10: 1 very poor quality 10 excellent quality.

Acceptance grade to progress with conversion work without additional services by Wolters Kluwer for quality improvements :

Client record fields

Fields	Audit passed	Signed off
Client code/ref		
Name		
Type		
Salutation		
Address		
Email		
Phone Number		
References		
Dates		

Contact record fields

Fields	Audit passed	Signed off
Name		
Salutation		
Address		
Email		
Phone Number		

Employee record fields

Fields	Audit passed	Signed off
code/ref		
Name		
Email		
Charge rate		

Additional contact detail fields

Fields	Audit passed	Signed off
Name		
Type		
Address		
Email		
Phone Number		

Associations fields

Fields	Audit passed	Signed off
Client code1		
Association (ie has mailing contact of)		
Client code2		
Start date		

Assignment fields

Fields	Audit passed	Signed off
Client code		
Assignment code		
Company		
Office		
Department		
Centre		
Assignment partner		
Assignment manager		