

Highlights from the

BOOMER TECHNOLOGY CIRCLE



2024



Topic Highlights from The Boomer Technology Circles 2024 Fall Meeting

The Boomer Technology Circles™ are technology-focused communities that bring together firm and IT leadership from peer accounting firms. Firms share knowledge, experiences, and insights to help one another make management and technology decisions. Members meet three times a year and benefit from access to top solution providers and influencers within the profession. Learn more at www.boomer.com/btc.

In November 2024, our Boomer Technology Circles met in Kansas City, Missouri. Below, we've summarized the top ten trends from the Fall 2024 Boomer Technology Circles meetings.

- **The 5 Generations**
 - Currently, there are five generations in the workforce: Builders/The Silent Generation, Boomers, Gen X, Millennials, and Gen Z.
 - In this session, we discussed the generation gap and how to communicate with different generations to bridge the gap.
- **What's In Your Bag?**
 - Our consultants love to share the tools and gadgets they use to be productive on the road.
 - In this session, our consultants shared their recent finds but we also asked our members to come prepared to share their favorite gadgets, gizmos and travel items.
- **Effective Ways to Use AI**
 - Artificial intelligence (AI) is a hot topic at our Circle community meetings.
 - In this session, we discussed ways firms are already using AI, lessons learned so far, and how to use AI in your firm while maintaining security.
- **Automation Use Cases**
 - According to a recent survey of our members, nearly 80% have some automation projects in process, and over half have some automation projects in place.
 - In this session, we discussed the processes firms are automating, the process for submitting and prioritizing automation projects, and the tools they use for automation.
- **Inventory Management**
 - Tracking inventory of technology and software is a big responsibility for accounting firms.
 - In this session, Jason King of Smooth+Howard and Amanda Wilkie discussed best practices for managing inventory and key metrics to track for inventory management. Members also identified one change or improvement they want to make in their current inventory management systems or processes.
- **What's Working for Security?**

- Implementing best practices in security incident response can help firms minimize the impact of a security incident and quickly respond to potential threats.
- In this session, Don Logan of GRASSI shared the steps firms should take to prepare for a security incident, the roles and responsibilities of team members, introduced the Zero Trust Model for securing access and data across devices and networks and discussed the importance of security awareness training.
- **IT Knowledge Base**
 - Having an IT knowledge base allows firms to centralize the storage and organization of essential technology and expertise so employees can easily access the information they need to perform their jobs effectively.
 - In this panel discussion, Robert Guy of Baker Newman Noyes, Kyle Stahlbaum of RLP LLP, and Brendan Kobus of Withim shared their experiences in creating an IT knowledge base in their firms and tips for firms looking to build their own.
- **Practice Management Platforms**
 - During our “Ask Your Peers” session, one member asked what practice management platforms other firms are using and why they use that particular one.
 - Some solutions discussed include Axxess Practice, PracticeEngine, PracticeCS, Canopy, Karbon, Star, PracticeERP, and Aiwyn's upcoming PracticeOS.
- **Conference Room Video Call Setup**
 - During our “Ask Your Peers” breakout session, a member asked whether other members had found a turn-key conference room video call setup.
 - Members discussed potential solutions, equipment needs and which products to avoid.
- **Password Managers**
 - During our “Ask Your Peers” session, a member asked whether other firms have migrated off of LastPass, what they moved to, and how the migration went.
 - Several members weighed in, discussing moving to 1Password and Keeper. Members also discussed creating training content to help with buy-in.

It's impossible to cover everything discussed at the last Boomer Technology Circles meetings in this summary. However, the trends described in this report offer insight into what is happening in the profession.

An Invitation to Participate in The Boomer Technology Circles™

The next Boomer Technology Circles meetings will take place May 13 – 16, 2025. To learn more about the Boomer Technology Circles communities, please visit <http://www.boomer.com/btc>.

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