

NetCenergy® Helped a CPA Firm Create a Reliable IT Infrastructure

CASE STUDY

THE PROBLEM

An accounting firm had reached its limit of frustration with its existing information technology (IT) support vendor – a single person entity. The firm experienced unreliable and unpredictable performance with its business applications and systems which resulted in a substantial loss in productivity and billable hours.

THE SOLUTION

Finally fed up with its previous vendor, the firm approached NetCenergy to design and implement a comprehensive IT support plan. NetCenergy's Managed Service Program – eNCompass – was the perfect solution. This custom-built support plan was designed specifically with the accounting firm's business and budget in mind, and outlined how security, proactive monitoring, responsive support desk, and training would be critical components of the new plan. This layered approach to IT offered a stark contrast to the firm's previous vendor, and provided a superior level of service and a business-first approach.

Following initial approval, a NetCenergy engineer went on-site to audit the existing technology infrastructure and provide a contract with final recommendations and investment details. Once approved, members of the NetCenergy team proceeded to implement all the tools, processes, and services outlined in the custom-designed eNCompass service plan,...all for a fixed monthly fee.

The solution included:

- Email protection
- Business continuity & disaster recovery (with annual DR test)
- 24X7X365 monitoring with remediation
- Regular business reviews
- On-demand reporting
- Endpoint detection & response (EDR)
- Web filtering security
- Regular end-user training and testing
- Planned estimates for technology upgrades

From our client:

"In the past, we've had technology issues during tax season which can create undue stress in the midst of an already challenging time of year. This year, with NetCenergy's eNCompass program in place, we have not had a single issue with our system or technology infrastructure."

THE RESULTS

Ultimately, the NetCenergy solution provided the accounting firm with a secure, fully managed, always-on infrastructure that improved productivity, provided peace-of-mind, and reduced stress on the staff during those hectic business cycles.

After NetCenergy's initial recommendations were implemented, the firm experienced an enhanced level of security and stability. Gone were the frazzled days of unpredictable and unreliable system performance. In fact, the firm saw an increase in its bottom line because they could focus on business and productivity rather than on IT.

Under the new plan, NetCenergy instituted the following:

- Reviews and optimizations of all desktop computers
- Installation of a new firewall
- Stabilization of the existing server
- Ongoing security and safety trainings
- Regular business reviews

These improvements helped ensure that the firm had the proper infrastructure in place to meet its business needs and that all users were well equipped to face security threats with a new set of tools. Regular reviews also offered the client information regarding activity on its network and provided opportunities to discuss strategic IT questions around business changes and budgets for system improvement.

