CASE STUDY

NetCenergy Helps a Local Accounting Firm Create a Reliable IT Infrastructure

BACKGROUND

Many small businesses do not have the resources or expertise required to effectively manage their I.T. needs. As a result, many look outside their own organization for help in augmenting these services. The results from these types of partnerships can differ greatly. Many IT service firms operate as single person entities and thus are unable to address all the needs of a small organization in a constantly changing technical environment.

THE PROBLEM

A small accounting firm had reached its limit of frustration with its existing I.T. 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 I.T. 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, and training would be critical components of the new plan. This layered approach to I.T. offered a stark contrast to the firm's previous vendor, with a superior level of service and a business-first approach to I.T. program development.

Following initial approval, a NetCenergy engineer went on-site to audit the existing technological 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.

The solution included:

- Email protection
- Business Continuity and Disaster Recovery (with annual DR test),
- 24X7X365 monitoring with remediation
- Regular business reviews

- On-demand reporting
- Anti-virus
- Web filtering security
- Regular end-user training

Ultimately, the program provided the firm with everything they needed to stay focused on improving profitability and protecting its investment in technology.

THE RESULTS

After NetCenergy's initial recommendations were implemented, the firm experienced an enhanced level of security and stability. Gone were the days of unpredictable and unreliable system performance. 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
- Quarterly business reviews

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

The team at the accounting firm felt the benefits of the new system and partnership with NetCenergy most strongly during tax season, a time that is typically stressful and challenging. Under a new I.T. system during tax season the client said: "In the past, we've had technological issues during tax season which can create undue stress in the midst of an already challenging time of year. This year, after having NetCenergy's eNCompass program in place, we have not had a single issue with our system or technological infrastructure." The client saw an increase in its bottom line because they were given an opportunity to focus on its business and productivity rather than on its I.T. systems.

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