

CPA Firm in Technology Crisis

Case Study Series

About the CPA Firm:

Established in 1978 in northern Virginia, this CPA firm (“the Firm”) serves both businesses and individuals. They specialize in services for the small, closely held business, providing audit, accounting, tax, retirement plan administration, business financial planning and individual personal financial planning. The Firm serves clients throughout the Northeast. Their professional expertise attracts growth-oriented clientele. The Firm, also, has offices in Maryland and Delaware.

Challenge:

The Firm had just lost its IT Director and the current IT Management Services (ITMS) vendor was in crisis management mode constantly wrestling with their IT environment, restoring backups to glitchy systems while keeping the accountants productive on their workstations despite slow network connections and random instability. And all of this during tax season.

Solution:

The IT Director interviewed other ITMS vendors. One stood out: 714 Technologies. Their knowhow and experience shined. 714 even discovered and thwarted hackers during the initial meeting. It was an unusual situation, but it showed the depth of knowledge and speed of 714’s execution. Exactly what The Firm needed. 714 performed an audit of existing systems and even discovered some nefarious behavior of the existing ITMS vendor. They put together a plan to replace the weak hardware links, upgrade the bandwidth with fiber, provide secure access to the systems from anywhere, and even improve some workflows. And all this at a comparable cost structure.



Forward progress was impossible. The new IT Director was never able to implement functionality improvements or productivity gains with technology because the IT infrastructure always seemed to be in crisis and some form of recovery. Thus, the current ITMS vendor was always fixing issues on the existing systems and unable to gain ground enough to work out of crisis mode.

From a cybersecurity standpoint, The Firm rarely rested from fighting with viruses. On top of that, despite assurances from the ITMS vendor to the contrary, The Firm was being actively hacked on a regular basis.

“714 immediately bolstered our cyber defenses and quickly transitioned us out of the crisis mode that The Firm had been accustomed to for years. The transformation that 714 undertook should have taken years. They did it flawlessly in months. We stopped managing tech support issues and focused solely on business activities that moved The Firm forward. And the network is super-fast now ...everywhere.”

- IT Director, The Firm



How It Works for The Firm:

Once 714 Technologies (714) is contacted by an interested party, information must be gathered: business goals, an understanding of issues and critical workflows, current technology environment, web site effectiveness and digital marketing desires, etc.

714 then provides a proposal with several levels of commitment from which to choose. There is usually a recommendation for an initial capital investment for upgraded equipment that 714 has found very effective and secure in today's demanding professional environments. In addition, 714 proposes ongoing services such as desktop support, vendor management, **cybersecurity**, network monitoring, enterprise backup and disaster recovery planning, web site and digital marketing review and other areas of IT Managed Services (ITMS).

714 Technologies has onsite and remote ITMS options to fit the needs and budget of businesses that want to outsource their entire IT department or simply augment their current staff with missing expertise.

Benefits:

The Firm completely changed their internal business environment. Stepping out of crisis mode, the office atmosphere brightened and focused on business. The employees were thrilled.

- Stopped spending time managing IT functions
- Billable hours DOUBLED
- New clients added without additional manpower
- Stopped missing deadlines
- New IT expenses added functionality & capability
- Network speeds increased dramatically
- Office collaboration beyond simple conference calls quickly blossomed.
- All technology vendors are now managed by 714 including phone, broadband, CRM, web & more.

IT MANAGEMENT ... AS A SERVICE

LEARN MORE ABOUT 714 TECHNOLOGIES' ABILITY TO:

- **BETTER ALIGN TECHNOLOGY WITH BUSINESS GOALS**
- **INCREASE PRODUCTIVITY**
- **EXCHANGE TECH SUPPORT DISTRACTIONS WITH BUSINESS-FOCUSED MOMENTUM**
- **GREATLY REDUCE CYBER SECURITY RISKS AND CORPORATE ESPIONAGE (ADVANCED CAPABILITIES)**
- **AVOID DOWNTIME AND LOST DATA**

REQUEST 714 TECHNOLOGIES TO:

- **PROVIDE A TECHNOLOGY AUDIT AND PROPOSAL**
- **PERFORM A FRIENDLY CYBER INTRUSION TEST**

VISIT US AT

- www.714technologies.com

OR DROP US A NOTE AT

- info@714technologies.com

The logo for 714 Technologies features the number '714' in a large, bold, black, sans-serif font, followed by the word 'TECHNOLOGIES' in a smaller, bold, black, sans-serif font. Both are underlined with a thin black line.