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SOLUTIONS & SUCCESS

The Inside Story

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That's why so many of them choose to work with Realized Solutions, including this firm that recently partnered with us...

This Accounting Firm's Last IT Partner Wasn't Solving Their Problems

With eight employees on staff handling their core services, this accounting firm has opted for years to out-source its IT support. Before working with Realized Solutions, they had contracted support from a different IT company.

Over time, this accounting firm's team began to notice that their IT problems were taking longer to get addressed, if at all. Even worse, when they called the IT company about recurring issues, they received increasingly rude responses.

"We had a previous IT company and we weren't really happy with their service," says this firm's office manager. "We had a recurring issue that wasn't getting solved. It seemed like they didn't care that much, and that we were getting some attitude about it."

This Accounting Firm Was Tired Of Being Ignored By Their IT Company

Even when this accounting firm's owner reached out to the former IT company, they weren't getting the quality of service they expected or needed. If they logged a support request, they'd be told it would be addressed by the end of that business day, if at all.

"We would put in the ticket in the morning, and they would come back with a window from 3-5PM, so it was not really conducive to our environment," says the office manager.

This sort of delay would mean the firm's staff members lost nearly an entire business day whenever something went wrong with their computers. In terms of lost wages, this was costing the firm hundred, if not thousands a month.

This accounting firm's staff knew they needed to find a more effective and friendly IT company. Fortunately, they didn't have to go out looking for the right one in the business community—a staff member of theirs had a direct connection they could take advantage of.

"I have a coworker here that knew somebody at Realized Solutions, so we went from there," says the office manager

Realized Solutions Offered The Quality Of Support This Accounting Firm Needed

“We did an interview process, and learned a little more about the service package offered by Realized Solutions,” says the office manager. “We felt like it was a really good fit, the personalities seemed to be a good match, and the services provided were what we were looking for.”

After meeting the Realized Solutions team, the office manager and this accounting firm's staff knew they had found the committed IT partner they were looking for. They weren't worried about delayed response times or rude help desk technicians anymore—they could now rely on Realized Solutions.

“I've noticed much better communication and more explanations,” says the office manager. “I felt that with the last company, when we asked questions for more insight, the explanation wasn't always clear in a way we could understand. I feel that Realized Solutions always puts it in a way that we can understand and follow.”

Realized Solutions Makes Sure This Accounting Firm's IT Works

Since partnering with Realized Solutions, this accounting firm has enjoyed seamless and effective support for their entire organization.

That's exactly what the office manager and this accounting firm's team want from their IT. They want to be confident it will work as expected, day in and day out. It needs to be responsive and secure—and with Realized Solutions' help, that's what they get.

