CASE STUDY

Tax Relief Firm Battling Ransomware Attack Turns to Verito for Help

FIRM SNAPSHOT

- **Name:** Ben Golden
- **Software Hosted:**
  - ProSeries
  - Quickbooks
  - Citrix Files

Verito Private Cloud helped Golden Tax Relief LLC navigate ransomware nightmare by providing excellent customer service and data redundancy with geographically disparate data centers.

BACKGROUND

Ben Golden started Golden Tax Relief LLC in 2017 to assist individuals and companies who have IRS and State tax debt issues. Golden Tax Relief, LLC, is a Tax Negotiation and Mediation firm that specializes in providing affordable solutions to businesses and individuals alike who, for whatever reason, find themselves at odds with the IRS.

He started his firm out of a strong personal conviction to help clients feel at peace by representing them knowledgeably, to protect them by working within the confines of their rights, and to let them know that their prosperity will be secure in the years to come.

CHALLENGES

Golden Tax Relief previously worked with another cloud provider that had a large scale ransomware attack. Ben says, "Our prior provider was held hostage by ransomware. My data was part of the ransom. They had backed up the data on an internal server, and it was also held ransom."

This downtime cost his firm a considerable amount of business. After dealing with a ransomware attack, Ben knew that data security and reliable infrastructure were paramount concerns for his firm. He set out to find a Cloud Provider with excellent customer service that understood his business needs.

SOLUTION

Ben knew what he needed from a Cloud Provider: customer service that helped with issues promptly, data security, and cost-effectiveness. After dealing with a ransomware attack, Ben was very nervous about trusting his business-critical data to another cloud provider.

AT A GLANCE

BACKGROUND

- Golden Tax Relief, LLC, is a Tax Negotiation and Mediation firm.

- Small-sized firm based in Panama City, Florida, founded in 2014.

CHALLENGES

- Previously worked with a Cloud Provider that was a victim of a ransomware attack that held his data hostage for over two weeks.

- This downtime cost their firm considerable business.

SOLUTION

- Verito's Turn-Key Tax and Accounting Solution perfectly met their software needs.

- Extra level of redundancy with Verito's geographically disparate data centers.

Verito's data infrastructure with automated enterprise-grade daily backups to geographically disparate data centers was perfect for Ben's data security needs. It gave him peace of mind knowing he would not fall prey to another ransomware attack.

Ben says, "Verito backs up my data daily in a different place than my data. Their customer service is always on point as well."Verito's expert technicians provided a solution that was faster and more affordable than the competition. Verito's turn key Tax and Accounting solution was a perfect fit for his software needs: QuickBooks Desktop and ProSeries. Verito Cloud is backed by its Certified Pro team and their extensive experience hosting and maintaining accounting-specific applications and software.

AT A GLANCE

- Ben selected Verito for their extensive accounting-specific application hosting and software knowledge and experience.

THE RESULTS

Verito worked directly with Ben throughout the entire migration process, from initial application/licensing set up to seamless data migration to their private cloud within the same day. Ben says, "It was seamless. They told me what they needed, I got it for them, and it was quick, easy, and painless." After worrying about his business continuity due to poor customer service and data loss, Ben can finally rest easy knowing his data is in good hands.

By transitioning to Verito Cloud, Bookkeeping Solutions now enjoys 99.9% up-time, faster tech support response times from Certified Pro engineers, and significantly improved, more proactive infrastructure management across hosting, security, and system maintenance.

RESULTS

- Verito transferred Ben's data and had him up and running within a few hours after being down for over two weeks with his previous cloud provider.

- Ben has increased peace of mind knowing his data is in good hands.

I would recommend them over anyone else. Their customer support is TOP NOTCH. They understand client needs and do what they should to meet them. HIGHLY RECOMMEND!!!

Ben Golden
Golden Tax Relief

verito
It just works. Securely.

AICPA
SOC 2

ISO
27001
Certified

Microsoft
Partner

vmware
PARTNER

WHY HOST WITH VERITO?

Dedicated Private Server: Host all your applications on a fully customizable, dedicated server. We offer dedicated servers to ensure the highest performance standards for our clients.

World-Class Security: We protect your applications and data with best in class security protocols, adhering to SOC2 and PCI-Compliance standards.

100% Tax and Accounting Pro Focused: We focus exclusively on accounting and tax software. Our expert support team is highly knowledgeable in all kinds of accounting and tax applications.

24/7/365 Technical Support: Our Microsoft Certified Professionals are available 24/7/365 for any support needs. 100% Customer satisfaction is our number one goal.

Daily Automated Backups: Our automated enterprise-grade daily backups ensure peace of mind. Never worry about data loss again.

Savings: Verito is more cost-effective than trying to manage on-premise networking with offsite backup yourself, with no up-front cost or monthly contract.

Business Continuity and Disaster Recovery: Our automated daily backups ensure business continuity and disaster recovery.

Seamless App and Add-on Integration: Our certified professionals are knowledgeable in all kinds of applications and add-ons. We are happy to assist with any integrations.

SLA-Backed 99.995% Uptime Guarantee: Our Data Centers, strategically located in Tier 4 locations, ensure maximum uptime with geographically disparate locations and data redundancy.

Scalable Resources and Plans: Pay only for the resources you use. Quickly scale up your resources for tax season with our no-contract plans and scale down when needed. No hidden fees to change plans.

Real-time Collaboration: Our platform provides real-time collaboration for any application on any device. Work seamlessly anywhere, anytime.