

CASE STUDY

Virtual Tax Firm Survives Three-Day Outage, Tests Competitors, Returns to Verito



FIRM SNAPSHOT



Dustin Johnson

- **Firm:** Dustin Johnson Tax Practice
- **Owner:** Dustin Johnson
- **Founded:** 2019
- **Staff:** 2 full-time partners, 2 seasonal preparers
- **Client Base:** ~500 clients annually, 100% virtual
- **Software:** Drake Tax (primary), Canopy Tax (practice management)
- **Previous Setups:** Drake's Citrix solution, Right Networks, Apps4Rent (briefly)
- **Years with Verito:** 5+ (with brief departure and return)
- **Discovery Source:** Cost comparison research

THE CHALLENGE

Dustin Johnson and his partner launched their virtual tax firm in 2019. From day one, they knew they needed hosted Drake Tax working remotely wasn't optional.

Drake's built-in Citrix solution seemed like the obvious choice. Then tax season 2020 hit.

The server **went down for three days**.

"We couldn't remote into Drake at all. Yeah, **for three days**. So having calls with clients and trying to get all the information, write it down so that we can later go back in three days later and take care of it **it was a pain in the ass**."

Three days of downtime during tax season is catastrophic. They scrambled for alternatives.

WHY VERITO (THE FIRST TIME)

Right Networks came recommended. They worked well but **the pricing was steep**, especially for a small team where two preparers only needed access for six months.

Dustin started looking for ways to cut costs. "With a team of four guys, two of which only need access for like six months, and then we shut it off because we're that **cost conscious**."

He found Verito. "We switched over to Verito because **it was more cost effective and made way more sense** for how we were bringing on guys and just **the ability to easily onboard and offboard someone**."

THE BRIEF DEPARTURE

After using Verito successfully, Dustin wondered if he could find something even cheaper. He tried **Apps4Rent** for about a month.

The latency was unbearable. "We could not get things to open fast enough, and it was really frustrating."

They came back to Verito. "Truthfully, **the support was so good. And we literally just had no issues the whole time** that we had to come back to Verito."

AT A GLANCE

FIRM SNAPSHOT

- **Name:** Dustin Johnson
- **Staff:** 2 full-time partners, 2 seasonal preparers
- **Client Base:** ~500 clients annually, 100% virtual
- **Years with Verito:** 5+

THE CHALLENGE

- Dustin Johnson's virtual tax firm launched in 2019 with hosted Drake Tax as a must-have.
- Drake's Citrix hosting failed during tax season 2020 three days of total downtime.
- The outage caused chaos: missed remote access, manual note-taking, and major client delays.

WHY VERITO

- Right Networks performed well but was too expensive for a small, seasonal team.
- Dustin needed flexible access for part-time preparers to control costs.
- Verito offered a more affordable, scalable solution with easy onboarding and offboarding.

THE RETURN AND FIVE YEARS LATER

99.99% uptime. After Drake's three-day outage and Apps4Rent's latency issues, Verito's reliability sealed the deal. "We have had **almost no issues over now it's probably five, five years of using Verito.** So yeah, it's been dependable."

Support resolves issues fast usually within an hour. "We probably call in maybe 10 times a tax season. **Everything's always taken care of within an hour.** If it's a really serious issue, it's gonna be an hour usually."

The team acts as a helpful liaison between Drake and the hosting environment. When Dustin forgets to close out of Drake at night (which blocks updates and locks out other users), support handles it. "If someone isn't logged out, we can call support and **they're able to take care of that and push through any updates.** They've been a wonderful liaison between Drake and the hosted network itself."

No hold times. No ticket limbo. Just fast resolution. "**We really had no complaints.** It's been an awesome experience."

The cost structure works for their seasonal model. They can onboard preparers for six months and offboard them without paying year-round something Right Networks couldn't offer at a reasonable price.

After five years and testing competitors, they're not looking elsewhere. "**We would never even think about looking elsewhere.** Just being able to host Drake is all that we need, and they've done a great job."

THE BOTTOM LINE

Dustin's firm survived a three-day Drake outage, tested two competitors (Right Networks for cost, Apps4Rent for even lower cost), and came back to Verito for **reliability, support, and flexible pricing that actually works for seasonal teams.**

"We're big fans. Yeah, we really are big fans of all of our software vendors. And especially being the hosted software we really had no complaints."

Want similar results? Learn how Verito delivers 99.99% uptime with support that resolves issues in under an hour at a price that works for seasonal teams.

AT A GLANCE

THE BRIEF DEPARTURE

- Dustin tested Apps4Rent hoping for a cheaper option but faced severe latency issues.
- Slow performance made daily work frustrating and inefficient.
- He returned to Verito for its reliable performance and excellent support.

THE RETURN

- Verito delivers 99.99% uptime and fast support most issues resolved within an hour.
- The team serves as an effective liaison with Drake, handling updates and user lockouts smoothly.
- Flexible, seasonal pricing fits Dustin's firm perfectly, and after five years, they wouldn't consider switching.

