

# CASE STUDY

## Verito's Excellent Customer Service Boosts Bookkeeping Firm's Productivity



### FIRM SNAPSHOT

- **Name:** Hannah Stricker
- **Software Hosted:**
  - UltraTax
  - Quickbooks
  - CS Professional Suite
  - Sales Tax Express

## Verito Private Cloud helped Bookkeeping Solutions cut IT costs and scale by providing excellent customer service.

### BACKGROUND

Hannah Stricker founded Bookkeeping Solutions of Traverse City to help small businesses with their bookkeeping, accounting, and tax questions. They offer full service bookkeeping, outsourced controller, outsourced CFO, tax services, training & setup, and other services.

### CHALLENGES

Hannah previously worked with almost every Cloud Provider, but none of them exactly met her needs. She says, "I had tried nearly every cloud server out there trying to find one that would do what I needed. I needed a cloud server that would support two monitors, host multiple programs, 24 hrs. support."

Hannah has six users from her office that require cloud access in addition to sixteen additional client users hosted. She needed to customize their access settings so her clients could only see their books while her employees could see all of their client's books to provide them the excellent service her firm is known for.

Many cloud firms offered some of the services she required but fell short in the service department. She needed support that was available 24/7/365 to solve any problems that arose.

### SOLUTION

Hannah knew what she needed from a cloud provider: customer service that is knowledgeable of her programs, dual-monitor support, and speed. Verito Cloud provided a solution that was faster and more affordable than the competition.

She says, "Verito appeared they could do all the things I needed at a very cost effective price. I'd already tried Abacus, Cloud 9, Right Networks, Virtual Office, Insynq, and a couple more small ones." Verito's turn-key Tax and Accounting solution was a perfect fit for her software needs.

She uses Ultra Tax, File Cabinet, QuickBooks, TaxTime USA, Fixed Assets, Planner CS, Drake, and Splashtop.

### AT A GLANCE

#### BACKGROUND

- Full-Service Tax and Accounting Firm
- They offer full-service bookkeeping, outsourced controller, outsourced CFO, tax services, training & setup, and other services.

#### CHALLENGES

- Previously worked with nearly every major Cloud Provider but none perfectly met her needs.
- She needed 24-hour service to solve any problems as soon as they arose.

#### SOLUTION

- Verito's Turn-Key Tax and Accounting Solution perfectly met her software needs.
- Verito's 24/7/365 Customer Support was an essential selling feature for Hannah.

## THE RESULTS

Verito Cloud moved Hannah's data from her existing cloud provider to their private cloud in a few days. Once her private cloud was set up, she worked with a Verito Certified Pro to verify that everything was set up to her satisfaction.

She says, "Verito has been great. Support is by far the best. Switching cloud servers took about 2 or 3 days to move 250 gigs of data, and 25 programs." Since partnering with Verito, the firm's team has benefited significantly from vastly improved 24x7 tech support response times.

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.

## AT A GLANCE

- Verito Private Cloud proved to be a faster and cheaper solution than the competition

## RESULTS

- Hannah rests easy knowing her server is in good hands and support is just a call away any time she needs it.
- Increased customer service and satisfaction due to enhanced mobility and connectivity.



I would definitely recommend to someone else, and often do. Verito support is better than most product support, and their cloud is hands down the best I've ever used.

**Hannah Stricker**  
Bookkeeping Solutions of Traverse City

# 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.