CASE STUDY

Tax and Financial Planning Firm Battling Server Downtime During Tax Season Turns to Verito for Help

FIRM SNAPSHOT

- **Name:** Raven Pyle-McCrackyn
- **Software Hosted:**
  - Drake Tax

Verito Private Cloud helped Vashon Island Professionals LLC overcome downtime issues during critical tax season by providing excellent customer service and data redundancy with geographically disparate data centers.

BACKGROUND

Raven Pyle-McCrackyn founded Vashon Island Professionals after noticing that many of her tax preparation clients came to her for financial advice because they trusted her abilities. She earned a Certified Financial Planner designation to provide the services her clients needed. She started Vashon Island Professionals (VIP) to provide financial planning and tax preparation that's understandable and affordable.

CHALLENGES

Vashon Island Professionals, LLC, previously worked with a cloud provider for her tax software hosting that experienced weeks of downtime during tax season. Raven says, "My cloud hosting service went down for several WEEKS during tax season." This downtime cost her firm a considerable amount of business. She struggled to get ahold of anyone at her previous firm to assist her during the extremely stressful time where she could not access her data during the most critical time of the year. It proved to be a customer service nightmare.

After dealing with downtime during the most critical time of the year, Raven knew that data security and reliable infrastructure were paramount concerns for her firm. She set out to find a Cloud Provider with excellent customer service that understood her business needs.

SOLUTION

Raven knew what she needed from a Cloud Provider: customer service that helped with issues promptly, data security, and cost-effectiveness. After dealing with downtime during tax season that cost her firm a significant amount of business, Raven was nervous about trusting her business-critical data to another cloud provider. Verito's data infrastructure with automated enterprise-grade daily backups to geographically disparate data centers was perfect for Raven's data security needs. It gave her peace of mind knowing business continuity was a feature rather than an issue working with Verito.

AT A GLANCE

BACKGROUND

- Small Tax and Financial Planning firm servicing clients from Vashon Island.

- 22 years of experience preparing taxes.

CHALLENGES

- Raven previously worked with a Cloud Provider that went down for weeks during tax season.

- 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.

Raven says, "Verito was able to move my data to their hosting service extremely quickly. I enjoy the 24/7 service and the fact that it's not on Citrix."

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 her software needs: Drake and Microsoft Office. Verito Cloud is backed by its Certified Pro team and their extensive experience hosting and maintaining accounting-specific applications and software.

THE RESULTS

Verito worked directly with Raven throughout the migration process, from initial application/licensing set up to seamless data migration to their private cloud within the same day. Raven says, "It took less than 24 hours for us to get up and running on Verito." After worrying about business continuity due to poor customer service and data loss, Raven can finally rest easy knowing her data is in good hands. Since partnering with Verito, the firm's team has benefited significantly from vastly improved 24x7 tech support response times.

By transitioning to Verito Cloud, Vashon Island Professionals 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. Verito's two-factor authentication gives Raven peace of mind knowing that if her computer was ever hacked or stolen, her client's valuable data would be secure.

RESULTS

- Raven 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.

"When hit by disaster, Verito was there to help. They were efficient, affordable, and supportive. As soon as we were able to access our data from the other service, we were up and running with Verito within a few hours. Now, my data is much more secure. The small glitches we have encountered, we solved within minutes. I am extremely happy with Verito"

Raven Pyle-McCrackyn
Vashon Island Professionals

verito
It just works. Securely.

AICPA
SOC 2
Formerly SAS 70 Reports

Information Security Management
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.