# verito®

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## CASE STUDY

# CPA Firm Battling Poor Support and Ransomware Attacks Turns to Verito for Help

Verito Private Cloud helped Affordable Client Write Up LLC navigate ransomware nightmare by providing excellent customer service and data redundancy with geographically disparate data centers.

## SOFTWARE HOSTED

- QuickBooks Premier Accountant
- MS Office Suite

## BACKGROUND

Affordable Client Write Up LLC is a full-service tax and accounting firm focused on remote accounting. They offer real time accounting from anywhere in the US anytime with an internet connection. They offer accounting, bookkeeping, client write-up, and payroll services to businesses across a broad spectrum of industries.

## CHALLENGES

Affordable Client Write Up LLC is a cloud-based accounting firm, so they rely on a strong relationship with their cloud provider. They previously worked with another cloud provider that had a large-scale ransomware attack. Julie and her clients' data was held hostage by the hacker. She was unable to get any direct answers from her previous cloud provider. Their firm was without their critical business data for over two weeks and could not get a straight answer.

Every time she called in, she was sent to a different tech who gave her a different answer. This downtime cost her firm a considerable amount of business because they rely so heavily on cloud services. After dealing with a ransomware attack she 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.

## At a Glance

### BACKGROUND

- Full-Service Tax and Accounting firm focused on providing Cloud-Based Services to nationwide clients.

- They offer accounting, bookkeeping, client write-up, and payroll services.

- Extensive history of working with Cloud Providers.

### CHALLENGES

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

- She needed to build a strong relationship with her cloud provider because her firm was reliant on their services. She was never able to do so with her previous Cloud Provider.

## SOLUTION

Julie knew what she needed from a Cloud Provider: customer service that helped with issues promptly and treated her like a person, not a number, data security after dealing with a ransomware attack, and cost-effectiveness. After dealing with a ransomware attack, Julie was very nervous about trusting her business-critical data to another cloud provider. During her search for a Cloud Provider, she spoke with many accountants. She says, "Verito came highly recommended."

Verito's data infrastructure redundancy with geographically disparate data centers was perfect for Julie's data security needs and gave her peace of mind knowing she would not fall prey to another ransomware attack. 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: QuickBooks. Verito Cloud is backed by its Certified Pro team and their extensive experience hosting and maintaining accounting-specific applications and software.

## RESULTS

Verito worked directly with Julie throughout the entire migration process, from initial application/licensing set up to seamless data migration to their private cloud within the same day. Julie says, "Verito transferred my data the same day and had me up and running within a few hours. I was down for over two weeks with my previous cloud provider, and no one answered their phones. Changing to Verito was the best decision I made."

After using the service for a couple of months, Julie says, "Verito has provided excellent service and the comfort of knowing my data is safe." After worrying about her business continuity due to poor customer service and data loss, she can finally rest easy knowing her data is in good hands.

I would highly recommend Verito. Their pricing is cost-effective, and their service is above reproach

Julie Crowder
**Affordable Client Write-up**

# 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.