

Accounting Firm Evolves to Fully Remote Workforce Through **Cloud Solutions**



Net One
Technologies

CASE STUDY



Customer

Accounting firm located in Florida with 20 employees focused on serving businesses and high net worth individuals both regionally and nationwide.



Challenge

The Customer was having difficulty accessing client information and processing work in a timely manner due to unplanned remote work situations related to Covid-19 restrictions. This negatively affected both their customer satisfaction and employee morale. The Customer then decided to close their offices and adopt remote work permanently.



Outcomes

- NetOne Technologies and Cloud provider collaborated for a seamless implementation in 2 weeks from start to finish.
- New Cloud infrastructure for the firm supports the Customer's fully remote work employees, allows for nationwide hiring of new employees and supports firm's future growth.
- Improved security and business continuity

The Situation

Due to the Covid-19 pandemic, the Customer's employees were required to work remotely. Like many other businesses, the existing technology infrastructure was located at their corporate offices and was not designed for the additional capacity required by remote working employees. While the employees embraced the new remote work requirements, the technical challenges resulted in high levels of employee frustration. In addition, clients also accessed these systems, causing client satisfaction to decline significantly during this period.

Even with the technical issues, when restrictions lifted, employees requested adopting a remote work policy permanently. To accommodate this request, the firm's infrastructure would need a complete overhaul and upgrade. NetOne Technologies was tasked with finding a solution to allow for continued remote work, retention of valued employees, and growth of the Customer's business.

The Solution

NetOne Technologies worked with their cloud provider to design an ideal Customer infrastructure to run in a secure Cloud. Upon approval of the joint solution overview (costs, benefits, and timelines), NetOne and cloud provider collaborated for a seamless transition. Within 2 weeks, a new Cloud environment was created for the Customer's infrastructure along with uploading all of the Customer's data, software, and systems with no interruption to the Customer's business or employees.

This new Cloud-based infrastructure allowed the Customer to add resources to the servers running the mission critical applications and to better support a remote work environment. Employees can now easily connect remotely to access client information and applications. Feedback on the new infrastructure has been positive with client satisfaction and employee productivity back to pre-pandemic levels.

The Outcome

- By embracing a fully remote work environment, the Customer has realized annual savings in office space costs and associated overhead.
- As the Customer grows it can expand new employee searches outside the geographic area, accessing the best possible candidates throughout the country.