

Steady Networks doesn't just provide IT Support and Cybersecurity, we lay the foundation to help companies grow by providing Peace of Mind.

Restoring Peace of Mind

Case Study

ACCOUNTING FIRM HIRES

For this accounting firm, new user setups were so poorly executed by IT that they actually lost a new hire in his first week. That's when they turned to Steady Networks to overhaul the process and improve staff retention from day one!

STAFF INCOMING

Pillar CPAs is a growing accounting firm based in Albuquerque that provides a wide range of services to its clients, including financial statement preparation, tax planning, and consulting.

The firm's IT infrastructure is critical to its operations, and the owner was struggling with a major IT pain-point. They had migrated their infrastructure to the cloud in the spring and by the fall they expected things to be dialed in and a process established to onboard new employees. While the IT Managed Service Provider had promised over and over to provide a repeatable process to bring on new staff, every new user setup seemed to be worse than the last.

The President told Steady Networks that the firm was looking for a vendor that could provide comprehensive IT support, including hardware and software maintenance, data backup and cybersecurity. The firm also wanted to ensure that the vendor's onboarding process was smooth and efficient to minimize disruptions to its operations. The President then engaged the Steady Networks team and said the job was theirs with one caveat **there were 2 new hires starting on Monday and they would need to be setup over the weekend.**

Steady Networks got to work onboarding the Accounting Firm and building the new hire process from scratch. They ingested as much information as the outgoing IT was willing to share, but there were gaps challenges along the way. That's when it pays to have over 10 years of experience and a process-driven approach to fulfill a client's business requirements. They built the documentation for installing apps and setting up cloud access, ensuring security was built into every step of the process.

They built youtube videos and slideshows to hand off to new users so they could setup their Multi-Factor Authentication and password resets. The new users started on Monday as promised and **they were able to be productive from day one.**

Industry

Accounting Firm

Company Size

15+ Employees

Catalyst

New Staff Onboarding

ONBOARD AND FULL STEAM AHEAD

The onboarding process was completed on time. even with the unusually short timeline and the firm experienced minimal disruptions to its operations. The firm is now able to rely on Steady Networks IT Solutions for comprehensive IT support, and the stress of the entire company has dropped knowing he can put new hire pains are behind them.

The employees of Pillar CPAs are now able to perform their jobs more efficiently and effectively with the new software and systems provided by Steady Networks. Thanks to the quick work of the onboarding team and the level of support, the two companies look forward to working together for many years to come

IN GOOD HANDS

So much of preventing IT problems is about understanding all of the roles and responsibilities of an IT department. Usually when IT is managed in-house, the IT Manager is skilled in a few areas like 'reactive support' or 'server management,' but there are other disciplines to consider like Security Best Practices, Project Management, as well as Budgeting and Long-Term Planning.

"We're in a period of transition," Pillar CPAs' President explained, "We need an IT company we can rely on and it puts me at ease now that I have seen first hand what Steady Networks can do. They were fast and efficient, but always process driven and working as a team."

If you are struggling to build process for your IT systems with your current outsourced MSP, give Steady Networks a call today at 505-365-1975 to see if our proven process can work for your company too.

4 TECH SECURITY TIPS

Security is important to every business today. Here are a couple of the top recommendations Steady Networks makes to every company - whether we work together or not!



Speed

Our focus on prevention actually means faster response times for our customers. Because we deal with fewer issues than our competitors, we can deliver faster service to all of our customers and be there when you need us.



Happiness Delivered

Nobody's perfect, but we sure try hard to get there. We track our customer satisfaction with every interaction and last quarter received just shy of 100%. Which is good news, because there's always room for improvement.

01

Multi Factor Authentication

Add MFA (code texted to your phone) to your email, VPN and other logins. This one tip could save you from an attack.

02

Backup Management

More than just backup software, backup management verifies backups are working on a daily basis and tests that they work.

03

Patch Management

Those annoying updates? Totally worth it, but not set it and forget it. Make sure you have a trust/verify process to get it done.

04

Password Lockouts

Make sure your passwords lock after 5 attempts! This can stop hackers that are trying every password in the book!

Need More Info?

- 505-365-1975
- www.steadynetworks.com
- info@steadynetworks.com