

Managed IT Services for Tax Prep & Financial Planning Co

PROJECT DETAILS

 **Managed IT Services**

 **Jan. 1996 - Ongoing**

 **\$200,000 to \$999,999**

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PROJECT SUMMARY

A tax preparation and financial planning company engages Andromeda Technology Solutions for IT services. The team provides cybersecurity and network solutions and updates the IT infrastructure as necessary.

PROJECT FEEDBACK

Andromeda Technology Solutions quickly implements effective solutions to technical challenges, which limits system downtime and secures a long-term partnership. By securing the infrastructure, the team leads to infrequent outreach. Their expertise and dependability mitigate unnecessary oversight.



The Client


Introduce your business and what you do there.


I'm the VP of a tax preparation and financial planning company.


The Challenge


What challenge were you trying to address with Andromeda Technology Solutions?

We're not a business unless we have phones and computers without bad actors interfering in them.

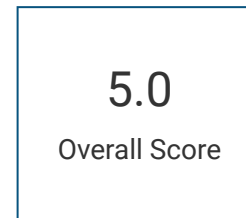
 VP, Tax Preparation & Financial Planning Company

 Financial Services

 1-10 Employees

 East Dundee, Illinois

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Andromeda manages cybersecurity and provides phone and network solutions. Their team has done our IT for over 20 years now. As our business needs have evolved, they've evolved our technology with it.

How did you come to work with Andromeda Technology Solutions?

We initially heard about them through a mutual connection and knew one of Andromeda's owners. Their team was responsive, ethical, and effective.

How much have you invested with them?

We spend about \$15,000 annually on their services.

What is the status of this engagement?

We started our ongoing partnership in January 1996.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

The best outcome is limited contact with them because that means our systems work. We never lose data or experience significant downtime. Although their team can't necessarily control those situations, they're always responsive to any issues. Andromeda does an excellent job, and I would never leave them.



How did Andromeda Technology Solutions perform from a project management standpoint?

Their team's fantastic. They quickly complete projects without much involvement from us.

What did you find most impressive about them?

I'm most impressed by their thoroughness and ability to anticipate potential business needs. They're professional. If we call them about a task, we don't need to follow up with them. That's rare in this field.

Are there any areas they could improve?

I'd love them to expand into other areas.

Do you have any advice for potential customers?

When you need something, ask them and then let them handle it.

