

DNG's Complete Care



"I like the quarterly meeting format. It's a great opportunity to brainstorm with DNG and give them my "wish list". They usually respond by saying, "Sure, we can do that!" Their capabilities are really comprehensive and they approach our business like a partner."

"DNG's spam defender product is incredible. It beat anything else we tried. Our email system was completely overwhelmed by spam which greatly reduced employee productivity. DNG's product decreased the problem by about 80% overnight and it was completely eliminated within two days"



Mary Kay Gondrezick

Shareholder, Kingsbery Baris Vogel Nuttall CPAs and Advisors, P. C.

Situation:

Founded in 1980, Kingsbery Baris Vogel Nuttall CPAs and Advisors, P. C. provide an extensive array of tax preparation, financial and consulting services to individuals and businesses. As the firm grew, it began to take an increasing amount of time to manage its technology issues internally. The Administrative Officer was spending six hours each day addressing daily questions like, "I lost this file, can you get it back?" or "Why can't I print this?" The sheer volume of 27 workstations began to exceed her ability to resolve issues on a timely basis. Even though Kingsbery had an existing relationship with a sole proprietor of IT services, it was outgrowing what any one or two person shop could provide. Kingsbery needed a larger company with high level experience to do three things:

1. Stabilize and upgrade the existing platform and manage its growth going forward.
2. Eliminate downtime by proactively monitoring systems to identify, solve or prevent problems.
3. Ensure that daily access to client information remains confidential, available and safe.

Solution:

Kingsbery joined DNG's Complete Care Advanced program. This program provides total management, maintenance and support for all computers and servers for a flat monthly fee. It also includes preventative maintenance and unlimited onsite and remote support for servers, firewalls, routers and workstations. In addition, DNG monitors the Kingsbery network for spyware, spam and virus activity, provides patches and updates proactively every day. It also protects the firm's highly sensitive client data with a robust back up and disaster recovery solution.

Results:

Kingsbery measures the results of DNG's Complete Care solution in three ways:

1. DNG successfully upgraded and optimized Kingsbery's workstations and servers so the entire staff could be more productive once transitioned.
2. Complete Care completely eliminated any unproductive downtime. When each hour of downtime is extremely costly, enabling employees to get the help they need, when they need it, translates into better business and better client service for Kingsbery.
3. Complete Care enables Kingsbery to honor its commitment to clients for keeping their information secure, confidential and safe.

Kingsbery has been a Complete Care client since 2007.