



Case Study

Cloud-Hosted Software



Carol's Accounting & Tax Service Gains
Competitive Advantage with Hosted QuickBooks

Trapp Technology Hosting Saves Time, Increases Data Security for Carol's Accounting & Tax Service

Carol Weber of Carol's Accounting and Tax Service saves six hours per week in travel time with anywhere access to her client's software and files on a cloud hosted by Trapp Technology. Weber can take on more clients with the same staff, and her clients' sensitive tax and business data is more secure in the private cloud environment. Trapp Technology provides fast, secure, reliable hosting with outstanding customer service for Weber and her clients.

The Challenges

NON-PRODUCTIVE TIME

Living and working in Surprise, AZ, Carol Weber spent hours every week traveling to clients' offices to exchange files and QuickBooks backup copies. Weber also made appointments to look at files with clients on-site. Non-productive time added up. "I have clients who are a good half hour away. It was inconvenient," explained Weber. "There was the driving time, and people would forget. It was a big hassle."

SECURITY CONCERNS

Weber kept clients' files on her home computer and laptop with no special security. "These were tax files with names, birthdates, Social Security numbers, addresses and email addresses," stated Weber. "If my computer died and wasn't backed up you'd read about it in the papers. If the data were stolen I would probably get sued for not securing the data."

The Solutions

TRAPP TECHNOLOGY

Weber first met Trapp Technology at a local networking group and discussed hosting Weber's files and software on the cloud. "They definitely knew what they were talking about," said Weber. "It sounded like a great option for me."

EASY SETUP

Trapp Technology's onboarding procedures made converting to the cloud fast and easy. "Trapp Technology sends instructions and the login credentials, and off you go," explained Weber.

Four of Weber's clients soon converted to Trapp Technology's cloud hosting solutions following a similar procedure. "I told my clients that this is the way to work," stated Weber. "I can get the conversion done in a day. For my clients it's very painless."

Background Information

CUSTOMER

Carol's Accounting & Tax Service

CUSTOMER WEBSITE

www.catspllc.com

COUNTRY OR REGION

Arizona

INDUSTRY

Professional Services

PARTNER

Trapp Technology

PARTNER WEBSITE

www.trapptechnology.com

PROFILE

Carol's Accounting and Tax Service, PLLC, a Surprise, Arizona tax accounting firm, services 35 construction, retail, restaurant, and landscaping small business clients in the Phoenix metro area. In her fifth year of business, Carol Weber, Owner, and a few contract employees provide income tax services working from home. New clients are obtained primarily through networking and referrals.

Weber belongs to the National Society of Accountants and the National Association of Tax Preparers.

EASY TO USE

Trapp Technology provided a single access point for all of Weber's clients on the cloud. Even if clients used different accounting software, Weber can access them all through the portal page, which Trapp Technology set up and manages for her. "It's just logging in and using QuickBooks as normal," Weber said.

DEDICATED SERVERS

Trapp Technology's dedicated servers make client data highly secure. "I'd be in big trouble if client data was lost or stolen," stated Weber. "These are privately held companies, some of them retail, with customer information in their files."

RELIABLE AND FAST

Trapp Technology guarantees 99.999% uptime for hosting clients. Fast, dedicated servers at Trapp Technology's secure Phoenix data center contribute to improved response times.

GREAT SUPPORT

Trapp Technology provides responsive U.S.-based customer and technical support. "Trapp Technology's customer service is wonderful," said Weber. "When I have a problem I want to get an answer now – not in three hours – because I'm losing work time."

The Benefits

SAVES TIME

With client data on the cloud, Weber makes fewer trips to clients' offices resulting in less driving time. "The time saved allows me to take on more clients with the same staff," said Weber.

ANYWHERE ACCESS

Weber's clients enjoy access to their files from anywhere – even from their mobile devices. Likewise, Weber is able to access clients' files from the office, at home, or wherever she has an Internet connection.

CUSTOMER SATISFACTION

Weber's clients enjoy better service being on the cloud. 99.999% guaranteed uptime also means clients have access to their data anytime and anywhere they need it.

MORE SECURE

Trapp Technology's secure data center, disaster recovery procedures, and regular backups make Weber's and her clients' data highly secure. "My computer died this year so I was really glad I had moved to the cloud," explained Weber. "And, if somebody had stolen my laptop, they wouldn't have the data."

MORE SUCCESS

Carol's Accounting and Tax Service enjoys a competitive advantage by being hosted on a private cloud. "Trapp Technology puts us ahead of any bookkeeping or accounting firm on laptops or local servers," stated Weber.