



Case Study

Financial Wealth Management Company Overcomes Network and Security Issues to Improve Productivity and Grow Their Business

A financial services provider in Birmingham Alabama was disappointed with the service and support they had received from their previous IT service provider.

This relationship was having a negative impact on their business including a reduction in productivity.



Client looked to ACCi For a full assessment of their IT system. With the proper support and excellent service from ACCi, employee confidence and productivity were restored.

The Previous Relationship

Before partnering with ACCi, the financial services company had a relationship with an IT services provider that was riddled with problems. Those problems created more problems for the firm.

– Lack of Communication

The financial firm experienced poor communication with their previous IT service provider, leading to frustration and inefficiencies.

– Inadequate Onboarding

Initial onboarding processes were insufficient, resulting in a lack of understanding and alignment between the IT provider and the financial firm.

– Terrible Service

The quality of service provided by the previous IT provider was subpar, leading to dissatisfaction among the financial firm's employees.

– Incomplete Projects

The previous IT provider left projects unfinished, causing disruptions and hindrances to the financial firm's operations.

– High Employee Turnover

The IT service company experienced significant turnover, resulting in instability and lack of continuity in support.

– Slow Response Time

Response times to IT issues were slow, causing downtime and impacting productivity.

– Empty Promises

Promises made by the previous IT provider were not fulfilled, leading to a loss of trust and confidence.



Key Services Provided by ACCi



Professional Service

ACCi offered professional IT services tailored to the specific needs of the financial firm, ensuring reliability and efficiency.



Cybersecurity

ACCi implemented robust cybersecurity measures to safeguard the financial firm's network infrastructure and sensitive data.



Account Management

ACCi provided dedicated account management, fostering strong relationships and ensuring ongoing support and alignment with the financial firm's objectives.



ACCi Solutions



Thorough Assessment: ACCi conducted interviews with key stakeholders to understand the company's requirements and strategic needs, identifying immediate risks and vulnerabilities.



Client Dedication: ACCi delivered an in-depth assessment with transparent results, keeping the financial firm fully informed and involved throughout the process.



Solution-Oriented Approach: ACCi focused on providing solutions rather than just highlighting issues, offering actionable steps to address challenges effectively.



Proactive Approach: ACCi implemented a preemptive process aimed at preventing common issues, improving network stability, and enhancing security measures.



Dedicated Service Team: ACCi provided a dedicated service team and offered quarterly face-to-face meetings to ensure ongoing support and communication.



Data Compliance: ACCi successfully addressed various data compliance issues, including calendar management, email domain changes, and vendor management.



Results



Improved Productivity:

The financial firm experienced enhanced internal productivity, with employees demonstrating increased trust and willingness to engage with ACCi for IT support.

01



Enhanced Cybersecurity:

ACCi's premier security solutions contributed to a significant increase in the firm's cybersecurity posture, protecting sensitive data and mitigating potential threats.

02



Long-Term Strategic Value:

By investing in IT as a strategic business resource, the financial firm realized greater operational productivity, enabling them to focus on serving customers and driving business growth.

03

"There has been an improvement in internal productivity – employee trust and willingness to reach out to ACCi versus in-house."

"We needed something more than just a fixed fee help desk. We needed an organization that could help us build our environment on a stable platform. We like the way ACCi cares about their work and they match our company's culture and core values." - Data and Systems Analyst



Looking for IT Managed Services?

You finally found a partner you can trust. Schedule a consultation with ACCi today.

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