Case Study: IT Transformation

From an unmanaged IT environment, lacking responsiveness and technical expertise, to proactive and highly secure managed IT

Loren Ferraro, LLC

INDUSTRY: Accounting Services
TEAM SIZE: 8 supported users
LOCATIONS: 1 main office
BASED: Midland Park, NJ

Loren Ferraro LLC is a licensed accounting and tax preparation services firm located in New Jersey.

The firm helps customers and small businesses in New Jersey with various finance-related services including consulting, business planning, and auditing.

> **powersolution conducted a thorough analysis of Loren Ferraro LLC's IT infrastructure, identified critical upgrades, and facilitated the upgrade of Peachtree accounting software. They organized the server room for improved performance and initiated proactive threat protection measures.**

Before
DISSATISFACTION WITH IT SUPPORT FOR MANY YEARS

·Growing dissatisfaction with IT support over a period of 12 years.

·Incumbent IT provider did not provide an adequate level of responsiveness and consultation.

·Hardware, operating software, critical financial application software, and network/cabling infrastructure were outdated -- lacking adequate security and not supporting the firm's business needs.

·Office operations, client servicing, and revenue were at significant risk due to an outdated IT environment that was not properly supported.

·Pandemic caused a mandate for increased work-from-home, where IT systems needed to accommodate secure, remote connections to an in-house server.

After
IN CLIENTS WORDS

Jeffrey Loren
CPA & Managing Member

"Powersolution quickly and efficiently analyzed our IT systems and **cost-effectively updated our hardware/software and transitioned us to their platform seamlessly**, despite having to navigate their way from our old ineffective platform and our somewhat uncooperative prior IT firm.

We are a small CPA firm that normally meets face-to-face with clients, especially during Tax Season, and had to quickly transition to working at home during our most busy and productive time of the year due to COVID-19. The team at powersolution set us up with VPNs in no time and we were able to completely and seamlessly transition to working at home with no downtime at all. Aside from that, they have always returned calls immediately and their response time has been instantaneous. For us, especially during Tax Season, that was critical and an important part of our decision to hire them.

powersolution.com
your one IT solution

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HOW DID WE HELP?

An Easy Transition To Better IT

- **Performed a complete analysis:** Complete analysis of hardware, software, and network environment. Includes scanning the server and inspecting the workstations and laptops to determine the current condition, specifications, and needed updates and replacements to secure the environment and properly support the firm's business needs.

- **Replaced their server:** Their outdated Dell PowerEdge/Windows Server 2008 hosting the Peachtree accounting software posed a high security risk. Microsoft ended support for Windows 2008 Standard in January 2020, leaving it susceptible to cyberattacks due to the lack of security updates.

- **Reconstruction of their hard drive arrays:** Their aging server and one of the hard drives exhibited signs of impending failure

- **Helped to facilitate communication with Sage software:** Upgrade Peachtree to a up-to-date Sage accounting product that could run on the new server.

- **Performed a server room organization project:** Along with the server replacement, This included mounting the server in a wall rack, installing new switch gear, and arranging cabling. The organization project improved the manageability, performance, and reliability of the network environment.

- **Implemented its Threat Ops protections:** Includes ransomware canaries (canaries in the data mine), persistent foothold protections (attackers dwelling in the network), and external recon exposure monitoring (secures open communication ports).

- **Implement its cloud-based Secure Global Network (SGN) protections:** Loren Ferraro authorized powersolution to implement SGN. Which provides approximately 12 layers of security functions from any in-office or remote location. A few of the key functions include Security Information Event Management (SIEM) with forensics, traffic analysis, artificial intelligence, alert handling, and hot

The predictive failure was identified as a result of powersolution's proactive 24x7 monitoring and management. **As a result, powersolution informed the firm's owners that the server might fail or get compromised by cyber criminals, including during the upcoming tax season. Understanding these risks, the Loren Ferraro owners authorized powersolution to proceed with an IT project, replacing the old server with a new Dell Windows 2016 server.**

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My team and I would LOVE to help with you IT let's talk!

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