

# AccuNet

Business Systems ♦ Network Services

## Solution Overview



Columbus, Ohio  
[www.remk-cpa.com](http://www.remk-cpa.com)

**Industry**  
Certified Public Accountants

**Scenario**  
REMK relies heavily on their network system to get them through the busy part of tax season as well as to keep their electronic data safe and accessible by the firm throughout the year.

**Solution**  
As a small business, REMK chose AccuNet to be their IT department, providing superior customer service and industry know-how.

- Benefits**
- ▶ Proactive Customer Service
  - ▶ Data Storage and Integrity
  - ▶ Superior Response Time during Tax Season
  - ▶ Peace of Mind

## Savings Comparison

<b>On Staff IT</b>		<b>AccuNet NSP</b>	
Salary	\$40,000	Monthly	\$450*
Benefits	\$13,200	Unlimited phone support	
<b>REMK Costs</b>	<b>\$53,200</b>	Proactive monthly reporting	
		Fixed monthly billing	
		Dedicated IT consultants	
<b>Costs to REMK</b>	<b>Costs to REMK</b>		
<b>\$53,200</b>	<b>5,400</b>		
Per year	Per year		

**\$47,800 Savings**  
per year

\* Network Service Plans are based on the number of servers, computers, and other criteria so this plan does not reflect the price for all NSPs.



**We count on AccuNet.**

REMK CPA's Inc. is a tax and accounting practice that has grown one client at a time since 1987. They provide clients with personal or business tax and financial services all year long.

REMK relies heavily on their network system to get them through the busy part of tax season as well as to keep their electronic data safe and accessible by the firm throughout the year.

## Why REMK Needs Network Support

In order to provide their clients with the latest tax updates and accounting best practices, REMK needs their network to operate efficiently. "We have to be networked to operate efficiently," says Butch Kalb, Partner.

During tax season, their need for an efficient network is essential as Partners and employees are working an average of 11 billable hours a day during the height of tax season. "Basically working all the hours you can physically work," says Kalb. "If we are in the hallway, we are walking fast."

"We do most of our tax returns electronically," he continues. "We do our tax research online and we receive updates to our UltraTax software multiple times a day. We need to be connected to the Internet. When we are offline, there is very little we can do. For example, if I didn't have my computer, 90% of my work is unaccomplished. We can't bill."

## Why they chose AccuNet for network support

REMK has a similar business model to AccuNet's Network Services. As CPAs, REMK offers their accounting expertise to small businesses who cannot afford to hire a controller for \$60,000 to \$100,000 a year. For a fraction of the cost, these small businesses get the benefit of an accounting department.

"For a small company ourselves," says Butch Kalb, Partner, "we cannot afford to pay someone \$40,000 to \$50,000 a year to manage our network, so hiring AccuNet to be our network manager made perfect sense."

REMK signed on as an AccuNet Network Service Plan customer where AccuNet acts as REMK's "computer guys." For a fixed monthly fee, REMK receives ongoing support and service at less the cost than a single full time IT/Network Admin. The NSP gives REMK access to a pool of knowledge and experience of a team of consultants who will know and understand their computer network intimately.

**AccuNet is very aware of our needs during tax season. Everyone in the office knows AccuNet, so they just come in, do what they need to do.**

## Network Service Plan

AccuNet's Network Service Plan (NSP) offers your company complete control and visibility into your network as well as emergency response, protection, setup and much more.

The NSP gives you access to the pool of knowledge and experience of a team of consultants at less than the cost of an IT person on staff.

### Benefits of a Network Service Plan

- Team of consultants who can quickly solve issues because they've probably seen it before.
- Dedicated support that doesn't take vacation.
- Unlimited phone support.
- Proactive monthly reporting.
- Antivirus Protection & Security Analysis.
- Disaster Recovery.
- *and more...*

**AccuNet focuses on your computer system so you can focus on your business.**

## CONTACT ACCUNET

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### Proactive Customer Service

"We stay with AccuNet because we receive top-notch service at a fair price," says Kalb. In fact REMK has been a ten year client of AccuNet's Network Services.

"When there is the occasional outage – it doesn't happen often – we call AccuNet and they get us back operating very quickly," he continues. "AccuNet understand that during tax season we would be crippled if something happened to our system. Everyone here would go over the top crazy if the network were not operating. AccuNet gets this and is proactive in reporting potential problems so we get them fixed before any downtime even happens."

### Server Storage of Electronic Tax Forms

REM K uses UltraTax by Creative Solution for many aspects of their business including electronic file management system to store their client's tax documents. REMK relies heavily on this system to provide accounting best practices to their clients as well as to save space and paper. But storing thousands of tax and accounting documents uses a lot of storage space on their server.

"With the monthly network service plan visit, AccuNet always checks our storage and alerts us if our storage is critically low," says Kalb. "They give us a plan of action and then execute it once we sign off. Its that's simple and we can continue focusing on our clients and not our network."

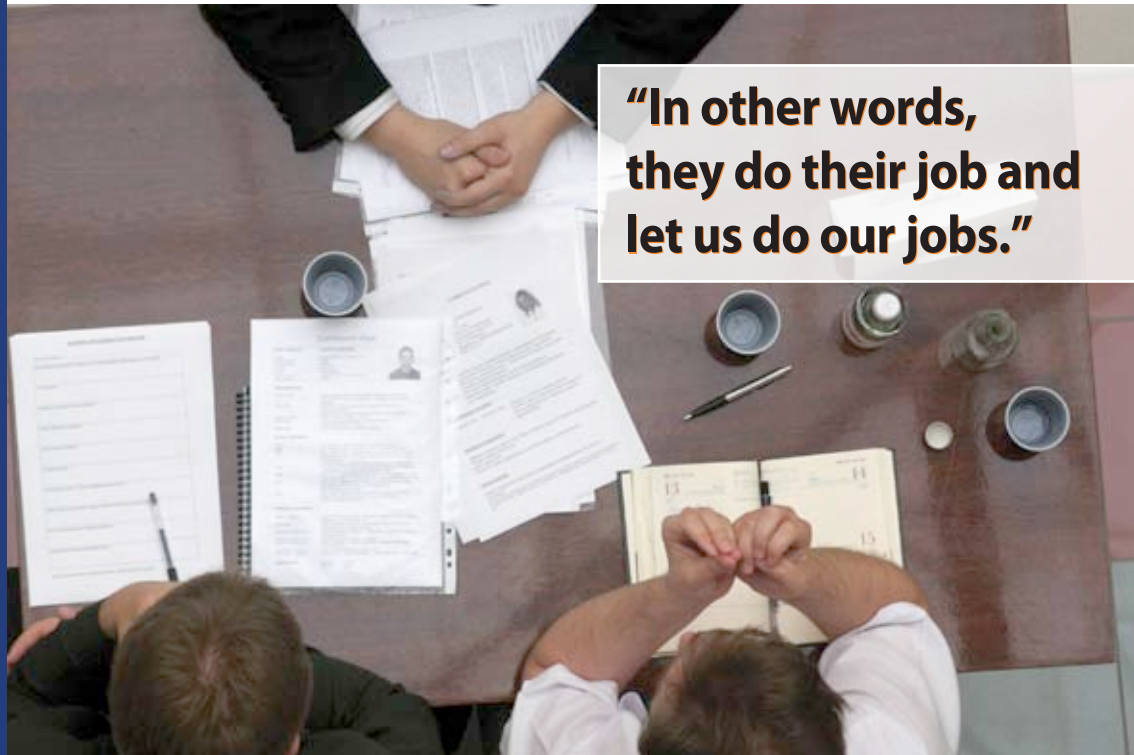
### Superior Response Time During Tax Season

"AccuNet is very aware of our needs during tax season," says Kalb. "They perform regular monthly maintenance on our network. Everyone in the office knows the AccuNet team, so they just come in, do what they need to do, and write up a comprehensive report at the end to let us know if we need take action on any issue. In other word, they do their job and let us do our jobs."

### Peace of Mind

"Overall, we can count on AccuNet," continues Kalb. "The last thing on anyone's mind in this office is will our computer system go down. We don't worry about that because AccuNet is on top of it."

"15-18 years ago we couldn't rely on computers to operate and perform the functions we needed it to perform. We'd have to leave the office wondering if our computer will operate the next day. Now with advances in technology and AccuNet to maintain our network we never think about that. We have peace of mind."



**"In other words, they do their job and let us do our jobs."**