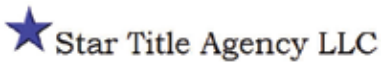


Star Title Agency LLC Network Service Plan & Server Installation Case Study

AccuNet

Business Systems ♦ Network Services

Solution Overview



Westerville, Ohio
www.saad-startitle.com

Industry
Real Estate

Scenario
Star Title is a full service title agency relying on their computer network to help them serve their clients more efficiently. Their network system was outdated with limited support.

Solution
Star Title turned to AccuNet to install a new server according to industry standards as well as provide monthly network support with unlimited phone support.

- Benefits**
- ▶ Experience with Industry Specific Software
 - ▶ The ROI Factor
 - ▶ Providing A Scalable, Industry Standard Solution
 - ▶ Competent Partners in IT
 - ▶ Support Without Vacation

Industry Partners



AccuNet very quickly was able to show us that they know Title Agencies.

Star Title is a full service title agency specializing in real estate matters. Its clients represent the entire spectrum of organizations, entities, and individuals that participate in the real estate industry, including lenders, developers, contractors, investors, owners, and the government.

Why Star Title Needed Computer Network Support

"In a small business, the person with the most computer literacy becomes the IT person," says Adam Saad, the Associate General Counsel. "For Star Title, that was me."

Prior to joining the legal profession, Saad was an IT consultant for four years working on Windows migrations for fortune 1000 companies. However, his position at Star Title is focused on building the business and providing legal expertise to its clients. The time he spent managing their network environment directly cut into the profitability of the company. As a small company, they could not justify the cost of hiring a full time IT person; instead, they relied on Saad's time and the occasional help from a third party consultant.

"The consultant had his way of doing something but it wasn't industry standard," says Saad. "If something broke in our system, he'd be the only one able to fix it because it was his own patch or work around."

"I knew there was a better way, but didn't know how to get there as a small growing business. If we were a fortune 1000 company, I knew the available solutions but those are not cheap propositions for a small title agency."

Star Title began to rely more heavily on Saad instead of their IT consultant. For more than two years, Saad performed the role of IT support on top of his legal and business responsibilities. He would spend on average about 5 hours a week supporting their IT environment. "This took away from the time I could spend working with clients, which ultimately affects our bottom line. When someone's Outlook crashed or the backup stopped working, it hurt our efficiency. I needed to address those issues urgently to keep us efficient but that wasn't making me efficient."

Soon the backlog of network issues grew too large to be addressed by Saad alone. They called in their former consultant to help but after an initial meeting Star Title never heard back on the progress of their backlog.

When I go on vacation, I no longer have to spend twenty minutes on the phone fixing an IT issue. We call AccuNet.

The Need for a New Server

On top of Star Title's need for consistent network support that wouldn't eat into their bottom line, Star Title also needed a new server. Their old server environment and backup could not meet their growth expectations. In fact it was already hurting their efficiency. The server was so old that they had difficulty finding parts to replace those that failed. The server was also running out of room to store their important client documents and the backup system was unreliable.

"As a title agency, we have laws and regulations requiring us to keep certain records for so long, but to be diligent and client oriented we keep our documents and client documents for longer than the statutory requirements for title agencies," says Saad. "We couldn't maintain this same level of diligence with the old server."

Why They Chose AccuNet

Experience with Industry Specific Software

"AccuNet very quickly was able to show us that they understand the needs of title agencies," continues Saad. "They know the industry software we use called RamQuest because their other clients use it. What would have taken me or RamQuest's overworked support team half a day to fix, AccuNet can fix in 15 minutes. That helps efficiency. On one occasion, RamQuest actually caused an issue on an employee's computer and AccuNet had to come in to fix it."

AccuNet's experience with RamQuest gives Star Title peace of mind. "It's really economy of scale," says Saad. "AccuNet might have installed a RamQuest patch five times to the point where it takes them fifteen minutes. With me, it might have taken half a day for me to read through all the requirements."

The ROI Factor

"I knew we were adding overhead by hiring consultants to maintain our network system, but I also knew that just a few of the now freed up IT hours working with clients would pay for it. In fact, AccuNet frees up at least 5 hours a week for me to focus on working with clients."

Providing a Scalable, Industry Standard Solution

AccuNet recommended Star Title implement a Windows Small Business Server with one of AccuNet's ROCK Servers for the hardware. AccuNet's team set up the server and then migrated the data over to the new one.

"Without AccuNet we wouldn't have a server environment and backup system that is set up according to industry standards and scalable for our growth," says Saad. "It now takes days and not weeks to get new hardware or software installed."

Competent Partners in IT

Star Title sees AccuNet as their IT Partner, someone to whom they can turn to for industry best practices, advice, and trusted IT Partners. "We will have conversations with Chris Tisdale at AccuNet, seek his advice and ask what his other customers are doing about phone lines or cable when we have those issues," continues Saad. "We see our relationship with AccuNet as a means to get information on what's going on in the IT community. I can't stay on top of all the changes in technologies, AccuNet does it for me."

Support without Vacation

"You guys are getting things done. It's helpful for us as a small business. When I go on vacation, I no longer have to spend twenty minutes on the phone fixing an IT issue. We call AccuNet," says Saad.

"We could never hire a bigger company like I used to work for. We are only an 8 person small business. But AccuNet has that same caliber of consultants who choose to help small businesses. These guys are talented and understand industry standards."

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.

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