BEYOND
COMPUTER SOLUTIONS

SOLUTIONS & SUCCESS
The Inside Story

Case Study
How Managed IT Services Empowered Our Business

Company & Location	Sellers & Warren, P.C., Woodstock, Georgia
Industry	Real Estate Law Firm
Number of Employees	7
Customer Base	Individuals & businesses (banks, mortgage companies, credit unions)
Services Offered	Real estate closings, title work, limited liability foreclosures

"Sellers & Warren was one of our first clients to make the move from break/fix to managed services starting in 2009. It was an experiment at the time and a refining process. Turns out that, over the years, they've shown me all the real benefits. There's probably no one better to talk about those benefits than Doris Konkel, who's been Office Manager at Sellers & Warren for over 14 years. Here's her story behind the solutions and success experienced with managed services."

Chris Noles, *President, Beyond Computer Solutions*

Monitoring and Maintenance Advantage
No Downside to Uptime

Challenge
In the past, it seemed we were constantly contacting IT for one reason or another. Even though I'd advise our staff regarding updates, there were persistent issues. Because it's essential for us to be able to access our electronic health records (EHR) 24/7 without a glitch, the potential of technical problems left me continually on edge, and I was concerned about backups.

Solution

We decided to try managed services simply because it seemed much smarter to be proactive rather than reactive. Constant monitoring and regular maintenance means that we don't get hit with surprises. Beyond Computer Solutions replaces what needs to be replaced and automatically takes care of the necessary software upgrades.

And if there is a problem, response time makes all the difference. Because we're a managed services client, we're at the top of their list for response. You don't have that advantage as a break/fix customer.

Result

We now have very little downtime, which helps business flow smoothly. A little over a year ago, my computer was held hostage by a virus, but because things were being monitored, it didn't affect the rest of our system. In less than a day, Beyond Computer Solutions had my computer rebuilt and I was back up and running. There really haven't been any other incidents. We can just focus on our business and not think about the technology supporting it.

Partners in Success
Beyond Computer Solutions as our Trusted Advisor

Challenge

Compliance can make or break law firms like ours. Recently, we've been working to meet new requirements in compliance with the Consumer Financial Protection Bureau (CFPB). Lack of compliance could shut us down. The greatest risk is in computer security, with data needing to be kept private and protected. But creating our own company policies for compliance—that's just too technical for us to do on our own.

Solution

It's not only about complying—we have to document the process. This is where Beyond Computer Solutions really saved us. We coordinated our efforts to develop best practices for meeting all the privacy and information security standards. If we didn't have access to their technical expertise—and if they didn't have such a good understanding of our business thanks to our managed services relationship—this would have seemed an impossible task, especially considering the deadlines.

Result

Everything is in place and with an auditing firm for review, which is a relief. But there's also peace of mind knowing Beyond Computer Solutions will be there to guide us through any issues or questions that may come back.

"Just as in personal life, trust grows when you develop a relationship. And that's a great benefit of managed services. Beyond Computer Solutions gives us personal attention. Technology isn't our expertise and they're always willing to give us a little hands-on education. The interaction is excellent. The response time is excellent. We'd never go back to the old way."

Doris Konkel, *Office Manager,* Sellers & Warren

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Beyond Computer Solutions provides fixed-cost, per-month managed IT services. Our services include proactive network monitoring, patch management, antivirus, backups, helpdesk, compliance, cloud solutions and on-site services for a fraction of the cost of one engineer's monthly salary.

Contact us at 678-799-7635 to find what having a technology partner that goes above and beyond can do for your business.