

# CASE STUDY: Anastasi, Moore & Martin, PLLC

## A VALUE-DRIVEN ACCOUNTING FIRM: Understanding issues and what matters most

Anastasi, Moore & Martin, PLLC (AM&M) is a certified public accounting firm located in Spokane, Washington. Founded in 2003, AM&M provides outstanding service to their clients because of their dedication to the four underlying principles of professionalism, responsiveness, agility and quality.

AM&M is a full-service accounting firm performing tax, audit, accounting/bookkeeping, business valuation and litigation and fraud/forensic accounting services.

### Anastasi, Moore & Martin's Challenges

Up-time and predictable performance both in and outside the office are the primary technology issues facing most certified public accountants (CPA's) practices. That technology utopia is hard to find and one that had plagued AM&M. When there are issues within technology, quick response any time of day is more and more critical for professional service firms.

#### Slow IT Network Performance

Over time a more traditional technology deployment can grow obsolete and really hinder performance. In Anastasi, Moore & Martin's case, a legacy client server deployment leveraging terminal services wasn't stable and often cause very slow application performance. This was resulting in tens of thousands of dollars in lost resource productivity.

According to Executive Administrator, Caprice Horobiowski, "Before we were engaged with Nuvodia, our system was running very slow, with multiple issues coming up every day. We needed a better solution and one we could leverage to scale."

#### IT Support Issues

"Our then current information technology (IT) provider was unable to fix the IT security or unresponsive issues we were experiencing. It was a constant struggle to work efficiently, which became very tiresome for our staff. We wanted 24x7x365 IT support anytime we had people in need."

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## Nuvodia and AM&M's Solution

Nuvodia designed and implemented a better infrastructure solution allowing AM&M's users to experience quick and reliable access to their core business applications. Leveraging both on-premise and cloud services, the new tech stabilized the workflow and productivity of the team.

"Nuvodia was able to assess our current structure, tell us what we were lacking and come up with a plan to fix the holes in our system. Before converting to the new system, the engineers 'studied' our environment in order to really understand the root causes of the issues," said Horobiowski. "The proposed solution was presented to us in a way we could understand and follow. The team was patient, forthcoming and very professional during all interactions, which put our team at ease. The solution we have now has been working well and any bumps in the road are smoothed over time."

Asked what she enjoyed most about the relationship with Nuvodia, Horobiowski cited simply three factors:

- Patience
- Professionalism
- Honesty

## The Result - An Open, Honest Relationship

Nuvodia and AM&M have established a strong relationship. AM&M is confident that Nuvodia understands their issues and what matters most.

*"The end result of the original solution is an open, honest relationship with a company that cares just as much as we do about clients. Of course, we need an IT provider, but we also gained allies in this crazy world of technology. The relationship continues to grow over time as we get to know each other better and projects come and go. There are hiccups along the way, but we know that at the end of the day, Nuvodia has our back and we can rest easy knowing that."* - Caprice Horobiowski (Anastasi, Moore & Martin, PLLC, Executive Administrator)

By Josh Andrade (Nuvodia, Marketing Specialist)

### Citations

- Anastasi, Moore & Martin, PLLC - (AM&M) certified public accounting firm
- Nuvodia - Server and Infrastructure Management
- Nuvodia - Comprehensive Managed Security
- Nuvodia - 24x7x365 IT Support