

# Helping Your IT Become Less Taxing: A Case Study

*Jones Accounting & Tax Services Has Benefitted from their Relationship with 1080 Titan Technologies*



## **1080 Titan Technologies provides Jones Accounting & Tax Services, Inc. with quality and cost effective website management**

When Jones Accounting & Tax Services were looking for an IT company they could trust to set up and maintain their network, 1080 Titan Technologies were the right firm for them. 1080 Titan Technologies put together a total solutions package, as well as supplied them with efficient ongoing user support.

Jones Accounting & Tax Services, Inc., based in Land O Lakes, Florida, provide an array of services to individuals and businesses in various industries. Shanita Jones, the “Accounting Diva”, has over 17 years in the Accounting/Finance Industry and over 10 years with individual and corporate taxation.

Jones believes that an IT company with a focus on total solutions is of benefit to small businesses. “For a lot of small businesses, lack of money is a true concern.”

According to Jones, if the IT system of a small business were to become disabled or compromised “It would not only cost them more money to fix the urgent problem but it could potentially lose clients for them or mean the end of their business completely.”

Jones Accounting was looking for new website management and was interested in a CPA site solution. They required a qualified IT company that would be responsive to issues or questions as they occurred. Jones Accounting met 1080 Titan Technologies and they were the right fit for them. Jones explains that working with a larger IT firm isn’t always better. “The quality of the person far outweighs the quantity every time in my opinion.” She says that 1080 Titan Technologies “have a base of knowledgeable colleagues that you consult with for things that are beyond your expertise.”

## ***The Situation: A Need for a New Website Management, Cost Effective IT Solutions and Active Support***

To satisfy their client’s needs, 1080 Titan Technologies hosted two domains for them, in addition to doing their hosted exchange. They put together a total solutions platform to ensure they would not be open to a number of expensive problems like data breach violations, cyber-attacks, spam and viruses. 1080 Titan Technologies are now providing Jones Accounting with system monitoring and patch management, as well as Office365.

In addition, 1080 Titan Technologies is continuing to provide ongoing support to Jones Accounting with a managed service contract and by extending all measures to respond and resolve support queries as soon as possible.

## The Solution: Partnering with Established IT Professionals 1080 Titan Technologies for a Wide Range of IT Solutions and Services

Every modern business relies on information technology as an integral part of their day-to-day operations. 1080 Titan Technologies provides cost efficient managed IT services handling their client's technology, giving them everything they need to succeed – with client satisfaction being first priority.

1080 Titan Technologies evaluates the specific situation and tailors an IT support plan that best meets their client's budget and needs. They offer an unlimited help desk with remote and onsite support to address any issues, questions, or concerns that may arise. To ensure you are getting the best possible value for the investment you have made into your technology, 1080 Titan Technologies also provides:

- **Quality around the clock protection** – 1080 Titan Technologies monitor servers and workstations to prevent unexpected issues from costing you time and money.
- **Consistent scheduled maintenance** – performed once a week on all servers and workstations to keep them functioning at peak performance.
- **Reliable backup protection** – important data and applications are backed up onsite and in the cloud to make sure you are able to recover in a timely manner in the event of disaster.

Jones Accounting recommends 1080 Titan Technologies to clients who want “a long term relationship with someone that knows their system and business needs”. They continue to work with 1080 Titan Technologies over other IT companies because of their speedy responsiveness and availability, as well as making sure everything is okay and that they have what they need. With regards to tech issues Jones Accounting have had, Jones states that 1080 Titan Technologies have been “accessible immediately to address the problem.” She also says they “broke it down to a level that I could understand...not overwhelming tech talk.”

### 1080 Titan Technologies Swiftly Made Various Improvements

1080 Titan Technologies is a trusted IT service provider for small to medium enterprises located in Tampa Bay, Miami, Orlando, and across Florida. As your IT experts, you can count on 1080 Titan Technologies to provide the most cost-efficient and lasting solutions for client problems. Contact us at **(877) 496-1325** or send us an email at [info@1080titan.com](mailto:info@1080titan.com) to know more about our products and services.



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