

## SpiderWebTops bring better reliability and maximum savings for Central Florida accounting institution

Who knew choosing SpiderWebTops for your IT needs could be so beneficial? Spiderhost, that's who!

### Who's the client?

Martinez, Olson and Associates, a distinguished Winter Springs, FL accounting firm. Founded in 1972, they provide business advisory, auditing, tax planning, finance, and accounting for individuals and closely-held businesses of means – some of their larger clients earn between \$2 and \$150 million in annual revenues. These clients need and demand a higher level of performance, and Martinez, Olson and Associates deliver.

### What did they need help with?

IT reliability. Prior to Spiderhost they had all IT equipment and data located in their offices, managed by an outsourced IT team. The company did a serviceable job, but after an automatic service reboot went all servers and data were offline for five entire days. And after the IT team finally rooted out the issue, they were able to restore the system to two weeks previous – which means Martinez, Olson and Associates lost two weeks of data and work. Clearly they wanted to do whatever was necessary to prevent this kind of loss from happening again.

They also wanted cost reductions – on IT management, power, and equipment.

### How did Spiderhost help?

Because SpiderWebTops took IT out of the office and off their hands, all of their needs were realized in one smart package.

With their servers and software running out of Spiderhost's secure data center staffed with tech pros 24/7/365, Martinez, Olson and Associates no longer had to worry about reliability problems, technical snafus, reboots gone wrong. If there's a problem Spiderhost solves it immediately – not five days later.

And their cost savings are four-fold:

1. The only IT equipment still at the Martinez, Olson and Associates offices are monitors and printers; their desktops are virtual, working off of Spiderhost's Orlando data center. They no longer need to buy computers, servers or routers.
2. Because all IT is off-site their power bill is a fraction of its former self.
3. And Spiderhost's data center has all the software they need – Citrix Virtual Desktop, CSA and QuickBooks accounting packages, Microsoft Office, and Microsoft Exchange Server w/Outlook – so those pricey software licenses and annual upgrades are a thing of the past.

All told, SpiderWebTops are saving Martinez, Olson and Associates 20% to 30% monthly on IT costs.

### What was the Spiderhost process?

Naturally the first step was a thorough evaluation of their needs. We spent two weeks analyzing what they had and what they wanted, making sure we created an IT plan that incorporated everything.

We then set up and tested a mock system at our Orlando data center the week before scheduled implementation. It mirrored what they had in their offices to our data center on a temporary network, which they could log into and test. This step found a couple of bugs, which we fixed, tweaked, and tested again.

The second test went off without a hitch, so we took the site live as scheduled, over the long Labor Day holiday weekend. We shut down their old system Friday night, and by Tuesday morning's deadline Martinez, Olson and Associates was back to business as usual!

And what did they have to do during all of this? Nothing except log in and test the system!

### How did the project turn out?

The transfer went exactly as planned and the system is operating at 100% efficiency today, bringing with it the promised reliability and cost savings.

And there were a few added bonuses that Martinez, Olson and Associates hadn't realized they needed but are really enjoying, including:

- data replication to our Atlanta data center for double backups and data insurance,
- a content firewall to keep employees from surfing MySpace or QVC on the company dime,
- an FTP server they use to communicate with their clients &
- a new sense of security because IT equipment and critical, confidential client data isn't sitting in a closet at the office.

Managing Partner Jorge Martinez is ecstatic with the new system: "The reliability and cost savings are important to our firm. What has been most helpful is the peace of mind we have knowing that Spiderhost has all of the equipment and data under one roof. We no longer have to worry about calling and getting someone to come into the office, or the down time associated with these problems. It saves us a lot of time and has increased our productivity. Plus, we no longer have to worry about updates and backups – it's all taken care of. It's a huge relief!"

And being a savvy businessperson, he adds, "This is a business decision, not a technical decision. Leaving IT up to the pros at Spiderhost lets me concentrate on operating and growing our firm, not on IT." We couldn't agree more!