

STS Solves IT Support Issues For Boutique Australian Accounting Firm

Essentia has been working with STS since July 2008. STS provides them with complete IT support including support for the MYOB accounting application which STS is one of the few IT support firms in Sydney that provides this extensive level of support. In addition, Essentia also uses BlackBerry Enterprise Server which allows for secure communications and management of all BlackBerry mobile phones.

Sydney Technology Solutions (STS) offers a comprehensive range of systems, professional services and support with a strong emphasis on proven 'Industry Standard' Solutions.

STS is Australia's leading worldwide information technology (IT) outsourcing services company that focuses solely on the unique computing, networking and application needs of small/mid-size businesses and branch offices or the more intricate specialised requirements of larger companies.

Our Client: Essentia Partners

Essentia supports small to medium-sized business with advisory services across financing and refinancing, cash flow funding, profit ratios and margins, pricing, liquidity, expenses, remuneration and staffing levels through the wide utilisation of technical skills, knowledge, business processes and systems that are on par with other firms many times Essentia's size.

Essentia has been remarkably impressed with the ticketing system used by Sydney Technology Solutions as it ensures that very good communications occur. They have full confidence in Sydney Technology Solutions as their trusted advisor and often use them as their "**measuring stick for customer service**" as the, Operations Manager, Cheralee, referred to them.

Challenge

One of the unique challenges Essentia Partners faced was the migration of MYOB Practice Management, Accountants Enterprise / Office and Client Accounting (including Tax) applications and data. To many, the separation of two existing practices & migration of this data would be considered a daunting task.

*Sydney Technology Solutions are like a direct line to God" and that "attitude is always business critical."
"You can be assured issues are fixed quickly" and
"they go the extra mile".*

**Cheralee Mandla, Operations Manager
Essentia Partners**

Tactical Approach

Essentia Partners was the creation of partners Amanda Egan and Jason Crofts. Both had previously been Partners of another accounting firm. You could see from the outset they were not followers and wanted to create a modern, innovative practice which set the benchmark; and this included providing premier client services.

They approached STS to design and implement an innovative technology solution which provided a solid, reliable and secure platform for their business.

Overall Solution

The migration that faced Essentia was an area of specialisation for Sydney Technology Solutions. STS have un-matched support in the accounting arena with strong vendor connections to ensure our clients such as Essentia Partners maximize their uptime and product utilisation.

Solutions: Small Business Server & Application Servers, Ricoh Managed Print, Managed IT Services, Windows 7 Workstations with Multi Display.

Vendors: McAfee Firewalls, HP Servers, HP Workstations, Storage & LTO Backup, Microsoft O/S, CISCO Switches, Blackberry (BES Express), Symantec (Backup Exec), Ricoh Managed Print Solutions, Cyberpower UPS, Samsung Monitors