

FROM FRUSTRATION TO FOCUS

HOW TWO LOCAL FINANCE FIRMS FOUND STABILITY, SECURITY, AND PREDICTABLE IT AFTER YEARS OF FRUSTRATION.

THE CLIENT

A Richmond-based CPA firm delivers expert tax services to individuals and businesses, while its sister company provides dependable and secure payroll solutions. Though they operate independently, the two firms share ownership, resources, and a highly dedicated team focused on accuracy, client trust, and lasting relationships.

> "We have very specific needs as a payroll company ... other companies just could not meet those needs."
>
> "IT is such a background supportive role for us, but it's active for Hermetic ... they came in, took control, and allow us to keep rolling."
>
> - Client contact, payroll firm

CHALLENGE

For the CPA firm and its sister payroll company, IT had become a revolving door of disappointments. Over the span of several years, they cycled through three different providers:

ISSUES

Overlooked and Overcharged: A larger MSP in town promised excellent service, but both firms quickly felt like small fish in a big pond. Response times were slow, downtime during tax season was frequent, and projects ballooned in cost.

All Talk, No Delivery: Their next provider - acquired by an out-of-state MSP - pitched a polished story about processes and security. In practice, the company was non-responsive, left them feeling trapped in a three-year contract, and failed to deliver even basic service or security.

Tools Without Trust: A smaller provider with familiar faces seemed promising at first, but lacked the processes, stack, and maturity to manage two firms' differing IT needs. Servers were a mess, backups failed regularly, and even basic security protocols were missing. Staff found themselves handling IT tasks themselves, while the provider pushed more products and rising costs without addressing fundamentals.

hermetic networks

CONFIDENCE, NO MATTER THE SEASON

THE SOLUTION

Hermetic Networks stepped in with a clear goal: within 90 days - fix the environment, restore trust, and establish predictability.

- **Systems Stabilized:** We rebuilt Active Directory on both firms' servers, cleaned up Office 365, and implemented best-practices across MFA, remote access, and security policy. Shared mailboxes replaced clunky public folders and archive PST's, and workflows were modernized.
- **Physical, Not Just Digital:** What was once a tangled rat's nest of cables was transformed into a clean, organized network backbone. Outdated hardware was replaced with modern equipment, neatly mounted and fully documented. Today, every connection is clearly labeled, every component secured, and the server cabinets stand as a point of pride rather than an eyesore when clients walk by.
- **Security Re-Examined:** Legacy weaknesses were swept away and replaced with modern, layered defenses. Multi-factor authentication now protects every access point - from VPN and workstations to Microsoft 365. Conditional Access ensures only the right people get through, while a new password manager, phishing simulations, and hands-on user training have turned staff into an active line of defense rather than a liability.
- **Support in Minutes, Not Days:** Web content filtering and advanced email protection stop everyday threats before they reach staff. And with support response times under 15 minutes, both firms can finally count on IT that keeps pace with their business.
- **Clear Communication, Every Step:** Throughout the transition, they never had to wonder what was happening or when. Regular calls, emails, and video conference updates kept everyone aligned, and even the occasional hiccup was handled quickly and transparently. For the first time, IT felt predictable.

THE RESULTS

Stability, Speed, and Peace of Mind

Since the migrations, both firms have seen dramatic improvements:

- Support response in minutes, not days
- No more lost revenue during tax season
- Lower, predictable IT costs
- A safer environment for client data
- More productivity and less staff frustration
- Stronger client relationships
- Improved staff morale
- A foundation for scalable growth

Perhaps most importantly, both firms now approach tax season with confidence rather than dread.

WHY IT MATTERS

This story isn't unique - too many firms are stuck with outdated, poorly designed IT solutions.

What makes it stand out is how far the wrong approach can set a business back - and how quickly the right partner can turn it around.

Hermetic didn't just replace technology; we restored trust, increased efficiency, and provided stability to two firms whose livelihood depends on it.

About Hermetic Networks

Hermetic Networks has been helping small and midsize businesses achieve stability, security, and simplicity in their IT for over 20 years. From cloud migrations to cybersecurity, we combine technical excellence with genuine care for our clients' success.

Managed IT Services & Support

- Cloud Infrastructure Management
- Project Planning & Implementation
- Backup & Continuity
- Onsite & Remote Support

Cybersecurity & Compliance

- Identity & Access Management
- Email & Data Security
- Cybersecurity Training & Assessment
- Regulatory Compliance Support

Get In Touch

(804) 545-3173

www.hermeticnetworks.com