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FROM CRASH TO CONFIDENCE

DELIVERING STABILITY AND SECURITY FOR A BUSY VIRGINIA CPA FIRM

COMPANY OVERVIEW

Pearson & Company is a boutique CPA firm based in Mechanicsville, VA, specializing in individual, entity, and trust tax returns. With a close-knit team of seasoned tax professionals, they pride themselves on delivering highly personalized accounting services to their clients.

CHALLENGE

For a CPA firm, reliability isn't optional - it's the foundation of the business. Pearson & Company's systems, however, were anything but reliable. For over 10 years, the firm relied on a nearby MSP, who convinced them to host their business on a virtual server inside the MSP's own "datacenter". On paper it sounded modern. In practice, it was a disaster. Pearson needed a partner who could deliver what their former MSP hadn't: stability, accessibility, and genuine care for their business and their success.

ISSUES

- **Downtime at the worst moments:** Repeated crashes during peak tax season left staff unable to access critical data for days at a time. Clients were frustrated, revenue was lost, and they began considering legal action.
- **Locked-down and locked-out:** The server was on the MSP's own Active Directory domain, giving Pearson zero control. Passwords weren't theirs, backups weren't theirs, even firewall and VPN settings weren't theirs.
- **Old-school email:** With email run through yet another third party, users could only access mail through a RemoteApp. No Outlook on desktops, no webmail, no mobile access. Communication with clients was *painful*.

> "Downtime for us is just lost time we can never make up. With our old provider, we didn't have reliability when we needed it most. "
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> "Making a big change like this can be scary, but Hermetic made it easy. Every concern we had was met with care and consideration. It's been a really positive experience from the beginning."
>
> - Scott B., Senior Tax Associate

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MODERN TECHNOLOGY, BUILT RIGHT

THE SOLUTION

Pearson & Company needed a clean break from the chaos. Within 90 days, their IT foundation was completely rebuilt.

- **Inbox, Upgraded:** Their restrictive third-party email system was migrated to Microsoft 365, giving the firm secure, modern access across every device. For the first time, their email matched their website domain, worked seamlessly on desktop, web, and mobile, and was protected by advanced security controls.
- **A True Cloud Solution:** The firm's unstable "datacenter" solution was replaced with Microsoft Azure, eliminating a clunky site-to-site VPN and downtime tied to poor infrastructure. Staff can now log in securely from anywhere in the world using the Windows App on any device - with faster performance and no staff confusion.
- **Hardware, Not Handcuffs:** The company replaced rented, provider-locked hardware with modern, cloud-based, full-stack network equipment that they actually own. They finally have visibility over their own environment, free from vendor lock-in.
- **Support in Minutes, Not Days:** Support response times now run under 15 minutes, so a problem during tax season gets attention immediately rather than sitting in a queue. A password manager, web content filtering, and advanced email protection round out the day-to-day defenses, backed by awareness training and phishing simulations.
- **Clear Communication, Every Step:** Throughout the transition, Pearson never had to wonder what was happening or when. Regular calls, emails, and video updates kept everyone aligned, and even the occasional hiccup was handled quickly and transparently. For the first time, IT felt predictable.
- **Increased Uptime, Lower Costs:** By eliminating crashes, unstable servers, and clunky remote access, Pearson stopped bleeding revenue during tax season. Staff can now work securely from anywhere and on any device, reclaiming hours of productivity that used to be lost to downtime and delays. The result: more billable time, fewer headaches, and IT that finally pays for itself.

THE RESULTS

Stability, Speed, and Peace of Mind

Since the migrations, Pearson & Company has 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, the firm now approaches tax season with confidence rather than dread.

WHY IT MATTERS

Pearson's 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 a firm 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