



## WORKSPACE CLOUD SERVICES

accounting firm

### CHALLENGE

As a new company stemming from an established accounting firm, the client initially sought out DP Solutions for help implementing an IT infrastructure for the new business. The president and co-owner explained that he, “engaged a few firms to do this role, each with various levels of experience, but there was no one who even came close to DP Solutions.”

As the firm grew, so did the amount of files and accounts. According to the firm’s president, “Our workload consists of massive amounts of paper records. It’s very paper intensive and deadline intensive.” Therefore, the company needed a solution that would allow them to have remote, paperless access to all of their data, whether they were in the office or if they were working from home.

The president has some technology experience and managed the IT for the firm over a long period of time, but, as he explained, “technology was getting way ahead of me, and my interest level as well. We knew that we were not doing the company a service by continuing to having me handle our IT.”

### SOLUTION

According to DP Solutions’ Director of Sales, “this client was looking for a solution that would allow them to have remote access to all of their data, whether they were in the office, working from home, or working from another location. WorkSpace allowed them to do that.” Jefferson Eckles, DP Solutions’ Business Process Manager, explains that, “WorkSpace benefits small to medium sized businesses. It lets them set up simple file access, application access, and e-mail on a predictable monthly budget without having to build out their own IT infrastructure.”

[dpsolutions.com/workspace](https://dpsolutions.com/workspace)

### RESULTS

“I might as well be here at my desk from a productivity standpoint because we’re now paperless. Almost everything that we do is scanned and goes straight into the cloud (WorkSpace), and is accessible from any point whether I’m sitting here at my desk or whether I’m at a hotel,” said the president.

“We pride ourselves, when setting up a solution like WorkSpace for a customer, that the cutover is seamless in such a way that there’s no downtime,” said Jefferson Eckles, Business Process Manager at DP Solutions. To exemplify this, Kathy Campbell, DP Solutions’ Cloud Services Engineer, remembers an incident that occurred during the cutover. “I was working on a Sunday, the day before the roll out, and I was e-mailing the president, and he was responding because he was in the office getting things ready to go. He ran into some problems and we were able to get them resolved before Monday.”

## CUSTOMER SUCCESS STORY

### TECHNICALLY SPEAKING

WorkSpace is an Internet-based service that provides dependable 24x7 access to critical business applications.

Three main components of the Workspace environment:

- 1 Shared resources for file sharing and Citrix access
- 2 Multi-tenant Exchange environment
- 3 Dedicated application environment for each tenant

WorkSpace provides users with:

- 5 GB file storage per user
- Office Pro via Citrix Web Interface
- 30 day 'point in time' back-up retention
- Live Service Desk support

How it's built:

- Clustered 10 Gigabit Firewalls
- Blade solution
- Enterprise SAN Storage
- Virtual Environment with High Availability (HA) and N+1 Redundancy
- High Availability Exchange Exchange
- Redundant File Storage

