



Organization Profile

Weil, Akman, Baylin & Coleman, P.A., is a local Certified Public Accounting firm located in Timonium, Maryland serving the greater Baltimore Metropolitan Area. Beyond accounting and tax assistance, WABC functions as a business advisor and plays a key role in decision making transactions that have a financial impact on individuals and organizations.

Weil, Akman, Baylin & Coleman, P.A. Moves to a Fully Managed IT Solution for a Reliable Network and More Productive Staff

Challenge

Weil, Akman, Baylin & Coleman required a more reliable network infrastructure than their current full-time IT staff was able to support. They were experiencing workstation failures and sometimes couldn't access core programs like Outlook. In addition, they discovered many of the workstations built were from different parts by their IT staff, so when things didn't work, it was very difficult to repair them.

Carl Baylin, a WABC Partner, decided they needed to make a change. Carl realized productivity was being lost between the various hardware, software and network issues, and staff had to increasingly wait for the internal IT staff member to address the issues. "The staff was growing impatient, and whenever there was a problem, they came to me," says Baylin.

With the help of a consultant, WABC put together several key requirements for a new solution and vendor:

- A comprehensive proactive solution
- Standardized Technology Platform
- Quick Response Time
- Real-time network monitoring
- Redundant, fault-tolerant infrastructure
- 24 x 7 availability
- Service Level Guarantees
- Reliable data backup

A WABC partner heard about mindSHIFT at a CPA conference and passed the information along to Baylin. "I read through their approach and agreed we should talk with them," Baylin recalls.

Solution

mindSHIFT Technologies offered to manage the day-to-day operations, security, and support of their entire computing infrastructure. Weil, Akman, Baylin & Coleman ultimately concluded that mindSHIFT met all the requirements that they were looking for.

“mindSHIFT saves me time and improves my staff’s productivity. The staff’s aggravation with computer issues has been eliminated, and that improves their morale and their productivity – you really do see that. That is something you can’t put a price on.”

Carl Baylin,
WABC Partner

mindSHIFT upgraded WABC’s internal systems to provide a greater level of stability and standardization, as well as, replaced their workstations, servers, and firewall. mindSHIFT now provides comprehensive IT support services that include:

- Management of servers and workstations
- Management of core software applications and email
- Comprehensive network security
- Virus and spam filtering
- Redundant internet access and wide area networking
- 24 x 7 network monitoring of the entire infrastructure
- 24 x 7 help desk support for all users
- Secure remote access for mobile users
- Nightly offsite backup of servers and workstations for complete disaster recovery.

“We checked out mindSHIFT thoroughly, and were impressed with what we saw from other CPA firms using their solution,” says Baylin. “The conversion was also very smooth. They came in on a Friday, and the system was running within 24 hours.”

Results

“We haven’t been attacked by a single virus. And if there’s ever a problem, it’s just a matter of calling the mindSHIFT help desk. With mindSHIFT, what was once a multi-day IT crisis, is now a simple issue resolved within an hour,” Baylin says.

The flat, per-seat cost of the mindSHIFT solution is also a major plus for the CPA firm, which historically spent in excess of \$80,000 annually in IT-staff salaries and overtime. “It’s very difficult to compare apples to oranges. But factoring in the old salaries, plus the hardware overhead costs, it’s definitely a break-even proposition from that standpoint alone,” notes Baylin.
