

# Reducing the IT Burden

For more than 45 years Tampa-based PDR CPAs & Advisors has provided comprehensive accounting, tax, audit and business consulting services to entrepreneurs, privately-owned businesses, charity organizations and families. As a shareholder of PDR, Javier Zuniga wears many hats and finds no two days look the same. In addition to working closely with clients to enhance their day-to-day operations and assisting them with their overall growth strategies, Javier is part of PDR-CPAs R&D Tax Credit and Cost Segregation Studies practice areas. In 2018, his duties expanded when he assumed responsibility for addressing the firm's IT function.

## The Challenge

PDR was experiencing significant access and downtime issues during the firms' busiest time of year, between January 18th and May 30th, impacting both client service and employee morale. The firm was using a local IT provider that had personnel available, they just were not well versed in their many accounting firm applications. Ultimately, they were unable to fix the issues, leaving Javier with the task of finding a new solution that could handle his firm's business.

## The Solution

PDR CPAs & Advisors chose Right Networks as their technology partner in the summer of



2018, noting that he was impressed with the cloud-based IT solution provider's sole focus on accounting and QuickBooks Desktop. "Many local IT providers will promote how they support

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professional services firms but they do not specialize in accounting. Right Networks has an unparalleled understanding of the accounting industry and the unique needs and inner-workings of our firm." The onboarding experience went smoothly, despite being scheduled at a time when Javier was traveling

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abroad. “The Right Networks team, including several engineers, talked me through what the process would entail, which gave me peace of mind during my travels. They came onsite for the onboarding and the process could not have gone smoother, resulting in a great experience for all involved,” said Javier.

*“This was one of the toughest tax seasons we’ve experienced due to the new tax laws and late legislative updates, but Right Networks helped get us through it.”*

### The Results

The firm has reaped considerable benefits from increased productivity. “Personally, I spend nowhere near the amount of time I used to on IT issues, freeing me up to focus on our clients. From the firm perspective, I budgeted time for some growing pains as our employees, many of whom don’t relish change, adjusted to Right Networks. Yet I was pleasantly surprised to find such growing pains to be virtually non-existent.” In fact, Javier noted that the firm was 100% onboarded almost three months ahead of schedule.

Given general concerns about data security, Javier makes a point of informing clients of his firm’s investment in Right Networks and the security benefits of the cloud. With data stored in the same Tier 4 data centers used by multinational corporations and big banks, PDR clients can feel confident in the sharing of sensitive documents and information.

Perhaps one of the most notable benchmarks of success with the Right Networks relationship came during the 2019 tax season. “This was one of the toughest tax seasons we’ve experienced due to the new tax laws and late legislative updates, but Right Networks helped get us through it.”

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