



Remote Desktop Solutions & IT Services for Accounting Firm

PROJECT DETAILS

 IT Managed Services

 Feb. 2019 - Ongoing

 \$50,000 to \$199,999



"It's also easy to talk to the team; their resources are truly helpful."

PROJECT SUMMARY

CGTechnologies provide managed IT services for an accounting company. They've also transferred the firm's desktops to a remote setup for the client's staff to work remotely.

PROJECT FEEDBACK

The company has been happy with CGTechnologies. The team is highly communicative and resolves problems quickly. They're easy to contact, and they always provide updates. Overall, they've helped the client save time, resulting in a successful engagement.



The Client

Introduce your business and what you do there.

I'm the office administrator for an accounting firm.

The Challenge

What challenge were you trying to address with CGTechnologies?

We needed their managed IT services.



Office Manager,
Accounting Firm



Financial services



Canada

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

We used to work on desktops. CGTechnologies worked to transfer us to a remote desktop server so that we could work anywhere as long as we had our usernames and passwords. We didn't have that option before.

At present, they still provide such services to us.

What is the team composition?

We work with Dario (Business Development Manager) and Matthew (CTO).

How did you come to work with CGTechnologies?

CGTechnologies was referred to us by one of our clients. That client used them, and since we weren't happy with our existing IT firm, we decided to check CGTechnologies out. We reached out to them and they gave us a proposal. We liked what they had to say, so we hired them.

How much have you invested with them?

We spend \$2,500 per month on their services.

What is the status of this engagement?

We started working with them in February 2019, and the partnership is ongoing.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?





CGTechnologies is great. In terms of business impact, we don't have to do any updates by ourselves anymore. We can call them, and they'll update all our programs to save time.

How did CGTechnologies perform from a project management standpoint?

Their project management has been great. When we have problems to solve, they can fix them over the phone. It's also easy to talk to the team; their resources are truly helpful. We've had no problems with them at all.

What did you find most impressive about them?

CGTechnologies is highly communicative. They always contact us for any updates, changes, or problems. Every time I call them, someone always answers the phone.

Are there any areas they could improve?

No, there aren't any.

Do you have any advice for potential customers?

Be open with your intentions and communicate with them.

