

# Solutions & Success

## The Inside Story

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## Accelera IT Solutions Provides A Superior IT Support Strategy For Diversified Roofing



**Diversified Roofing** is a roofing subcontractor, handling both residential and commercial projects. In business now for 33 years, with over 60 employees, Diversified Roofing requires a responsive and reliable IT environment to ensure their continued growth.

That's why they work with Accelera IT Solutions Solutions.

# Diversified Roofing Needed A Better Strategy For Their IT Support

Prior to working with Accelera IT Solutions, Diversified Roofing had relied primarily on hourly IT support. This model of service (also known as “break/fix” support) has been largely overtaken by fully managed support, and for good reason — the former is simply too limited of a service model, and cannot properly maintain a modern IT environment.

“Both of our previous companies had a different philosophy from Accelera IT Solutions,” says Cindy Leffler, Controller, Diversified Roofing. “They would do only exactly what we asked them to. If we had a problem, they billed us for it.”

While this arrangement worked for the Diversified Roofing staff for some time, it was only a matter of time before IT issues began to outpace the capabilities of an hourly IT support model. Eventually, Diversified Roofing experienced a hard drive crash, and lost data as a result of it. That incident made it clear to them that they needed more comprehensive IT support.

“We did have an instance where we had a hard drive crash and lost some data,” says Cindy. “We didn’t have the backup capacity we thought we were getting. When that happened, we decided we needed a bit more of a well-rounded IT concept, as opposed to ‘pay-as-you-go’.”





# That's When Diversified Roofing Called Accelera IT Solutions

In the search for more robust and attentive IT support, Diversified Roofing eventually got in touch with the Accelera IT Solutions team. They knew they didn't want to try to manage IT internally — they wanted a full-fledged IT company they could rely on to handle all things IT.

"We don't have an in-house IT person whose job it is to monitor our systems, and that knows IT and can anticipate challenges," says Cindy. "For the size of our company, it would be in no way cost-effective to have in-house IT."

Accelera IT Solutions offered exactly what they were looking for — a partner that would manage their IT from end to end, handling daily user support requests as well as macro concerns like long-term strategy and budgeting.

"Accelera IT Solutions has more of a well-rounded, robust IT approach," says Cindy. "Rather than billing their clients per occurrence, it's a subscription-type deal."

Partnering with Accelera IT Solutions has benefited the Diversified Roofing team in numerous ways. Cindy no longer has to worry about handling IT issues for her coworkers, or budgeting for help from an hourly IT support provider. Accelera IT Solutions takes care of everything for them.

Thanks to our committed support, Diversified Roofing now enjoys a much faster support response time (as fast as 20 minutes, rather than a full business day), and a much higher rate of resolution — 90% of issues are resolved on the very first call with our team. As far as Cindy is concerned, working with Accelera IT Solutions frees up nearly an entire business day for her each week.

"Taking all of our IT worries and putting them in someone else's hands has been great for me," says Cindy. "Doing so has probably saved me 5-7 hours a week."



# Accelera IT Solutions Keeps Diversified Roofing's Data Protected With Robust And Tested Backups

"Knowing that a hard drive can fail at any time is worrisome," says Cindy. "But we have Accelera IT Solutions monitoring it."

Accelera IT Solutions manages Diversified Roofing's infrastructure to keep them protected against the type of data loss that first made them rethink their approach to IT. Robust and regularly tested backups, along with carefully monitored hardware, ensures that Diversified Roofing's risk of data loss is as low as possible.

In one instance, Cindy recalls the Accelera IT Solutions team taking the initiative to visit onsite to take care of an aging hard drive. As a part of our management processes, we had determined the hardware was reaching a point at which it could be a threat to Diversified Roofing's business continuity. We seamlessly replaced the hardware without interrupting the business' operations for even a moment.

This is a part of our comprehensive hardware lifecycle management processes. By carefully developing a plan to track the maintenance and longevity of the hardware in Diversified Roofing's IT environment, we ensure that nothing in use is more than four years old, vastly mitigating the risk they pose to their continuity and data integrity.

"It's definitely something that, over the last couple of years working with Accelera IT Solutions, I've become more comfortable knowing that I don't have to worry about," says Cindy.



# Accelera IT Solutions Is Diversified Roofing's Responsive IT Partner

Like any organization, Diversified Roofing is immediately affected by problems with their IT. It's such a crucial part of their operations that even a small problem or occasional lag can have considerable consequences. That's why they need quick and effective support from their IT company, which is exactly what they get from Accelera IT Solutions.

We offer undeniably committed support for the Diversified Roofing team. In one instance, when a fire in an adjoining building took a server offline, it was the Accelera IT Solutions team that got in touch with Cindy about it, as opposed to the other way around.



***They are very responsive."***

**- Cindy Leffler, Controller, Diversified Roofing.**

Diversified Roofing can rely on the Accelera IT Solutions team for support. When they encounter an issue, they get in touch with us and get a response right away, helping to limit downtime and interruptions to their productivity.



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