



COAST TO COAST IT MANAGEMENT SUPPORT
3 Network Operation Centers | 4 Helpdesk Centers | 13 Field Offices

CASE STUDY
WATSON
MCDONELL

znetworks.com

WATSON MCDONELL CPAS FIND SCALABLE AND DEPENDABLE IT PARTNER IN Z NETWORKS INC

The firm realized they needed the support of a large IT team to ensure quicker response and resolution times during a business growth cycle in 2007. Z Networks' team based approach, with a designated service coordinator managing and deploying a group of IT Engineers, was the perfect fit.

From Onboarding to IT Planning

Z Networks' client onboarding process begins with a detailed office walkthrough, mapping client's IT environment, documenting IT assets, and building an understanding of how the client operates and relies on technology. This documentation quickly becomes an IT implementation plan that includes a hardware refresh strategy replacing aging hardware. Watson & McDonnell immediate concerns were to replace the firm's main server, firewall and to schedule replacing aging workstations while remaining on budget.

Helping Professionals Work Remotely

The growth of the business increased the demand from Watson & McDonnell to work remotely while having access to centralized computing resources. Z Networks implemented a number of infrastructure and software configuration changes to make this possible including installation of a custom built, low budget terminal server.

Protecting Business Data

Z Networks recommend on-site and off-site back-up solutions be implemented managed by the Z Networks Engineering team augmenting a customized back-up solution to protect their core accounting application's case data.

"Our Z Networks Service Coordinator is a star for us, and we trust him. In addition to responding very quickly onsite for critical issues, Z Networks is very cost conscious and keeps our total IT spend down."

*Lillian McDonell
Managing Member
Watson & McDonell*

Watson & McDonnell, PLLC is a certified public accountant firm focused on auditing nonprofit organizations in the State of Washington specializing in low-income housing programs, and serving small/medium sized businesses and individuals.