

# CASE STUDY:

## Dame, Walker, Hughes and Co., LLP

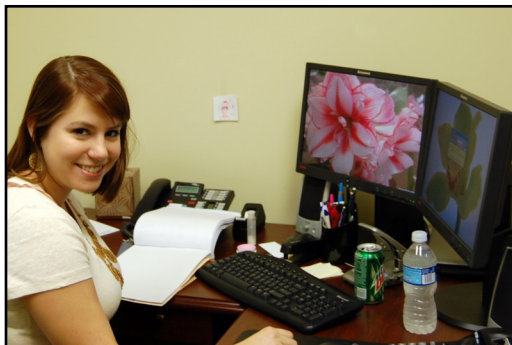
Company:  
Dame, Walker,  
Hughes and Com-  
pany, LLP

Location:  
Valdosta, Georgia

Size:  
11 Employees

Objective:  
Safeguard data,  
eliminate downtime,  
and increase effi-  
ciency

### CPA Firm Uses Nexxtep to Ensure Data Security and Increase Efficiency



*Accountant Katherine Dame using the dual monitors that Nexxtep installed for her.*

By the Winter of 2004, CPA Tim Dame was tired of dealing with technology struggles. His server went down during tax season. His tape backups were old, and his firm was growing too large to handle technology on their own.

That's when Tim decided to call Nexxtep. He knew we had a great reputation for technology consulting, and he hasn't regretted his decision since. The following comments are excerpts from an interview with Tim, Managing Partner for Dame, Walker, Hughes and Co., LLP.

**Can you tell me about some of the technical problems your firm had before choosing Nexxtep?**

Prior to hiring Nexxtep, we were essentially managing technology on our own. Our backup technology was old and unreliable. We experienced hours of downtime every week. And even when we didn't have major problems, there was always something minor getting in our way. We had a technician who helped us occasionally, but when we decided we needed a new backup system, he told us the project would be too big for him. He recommended Nexxtep, and I knew from their reputation that they were the best choice. I considered no one else.

**Which of Nexxtep's services did you decide to use?**

We use N-Care Complete, which gives us access to backup and data recovery, 24/7 network monitoring, unlimited support, remote office support, and consulting to name a few things. We don't make any technology-related decisions without consulting Nexxtep first. We trust them."

**How well did Nexxtep's solutions solve your challenges?**

"We now have virtually no downtime. Thanks to N-Care Complete, our network is always monitored to prevent downtime and other problems. I know my clients' information is safe, because our data is protected through their security services and it is constantly backed up.

"Thanks to Nexxtep's technology solutions, our firm is able to work very efficiently. We can do the work of 15 accountants with a staff of 10. I can also login to our network from home, which is great because I can spend more time with my children.

"I'm not as concerned with the price of the services as I am with the ROI. I value technology, because I know that taking advantage of it will make us more efficient accountants. With the help of Nexxtep, technology is no longer a wasteful burden, but a profitable tool.

"We hardly ever give referrals to our clients, but we send clients to Nexxtep all the time. That's how much we value them."

**Solution:**

**N-Care Complete**

- Unlimited remote support
- 24/7 Network monitoring
- Consulting
- Backup and data recovery
- Remote office support
- N-Guard Security services



Tim Dame

"I value character and integrity. That's why I chose Nexxtep. I know they will always do the right thing for our firm. We trust them completely."