



Dennis Dockery Improves Client Satisfaction Rate With Ace Cloud Hosting

Challenge:

Davis Dockery often works alone for the clients that are at various locations. He required a solution to access the accounting systems of clients remotely to assist them.

Industry:

Accounting and Bookkeeping

Solution:

Application hosting services by Ace Cloud Hosting

Results:

- ❖ Fully-featured desktop apps available remotely
- ❖ Real-time collaboration with clients
- ❖ Easy management of updated accounting and transaction data

Dennis Dockery

Dennis Dockery (owner of Dennis Dockery CPA, PLLC) provides services focusing on CFO and tax preparation for clients. He brings in his decades of experience in and expertise with taxes to deliver high standards of accounting services.

Dennis Dockery oversees accounting systems for a clientele, spread across the USA as well in the foreign markets.

The Challenge

Dennis Dockery had the challenge of serving clients, operating from different locations, with proper attention. Traveling to different clients was time-consuming, and was causing troubles with client management.

Sharing the accounting files and data over emails and other mediums had different challenges, such as – software version inconsistencies between various parties, file redundancy, and such other.

Also, the waiting period to receive and download large data files before working on them and sending back delayed the operations, which was reducing client satisfaction rate.

Dennis Dockery required a solution not only to collaborate with the clients from remote locations but also to quickly access and share the data.



"I can say that Ace Cloud Hosting's response time and service are remarkable. I have never had to wait on the phone for service. If I requested a call, they called me back, timely. With no other hosting company I have experienced as provided this type service."

- Dennis Dockery, Owner of Dennis Dockery CPA, PLLC

The Solution

Dennis Dockery chose Ace Cloud Hosting to host various Windows-based applications that he had been working on with clients. Application hosting offered Dockery a platform to collaborate with multiple clients, simultaneously. Since the cloud-based server hosts data and applications Dockery was able

to access it without any waiting time and work on them immediately. Even with centralized storage of all data files associated with various clients, Dennis was able to administrate and define the access to each user. So, the clients were able to access only their respective data files.

“Cloud hosting allows me to work from a remote location since most of my clients are out of my location. I oversee the accounting system for each of my clients and I am able to perform day to day transactions remotely.”

- Dennis Dockery, Owner of Dennis Dockery CPA, PLLC

The Result

Utilizing the benefits of hosting, Dennis Dockery can access accounting files of the clients, whenever required, without any delay. Ace Cloud Hosting deploys superfast SSD servers over reliable networks so that any number of users can work together. All the changes made by the clients in the files reflect at the end of Dennis Dockery in real time, which has eradicated the concerns with file sharing and eventually increasing productivity and customer satisfaction rate.

Round the clock availability of support team at Ace Cloud Hosting ensured that Dennis Dockery or his clients have never faced any technical challenge with the cloud solutions. 99.999% uptime guarantee delivered uninterrupted availability, and its scalable plans helped Dennis choose the resources as per the changing requirements,

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Benefits with Ace Cloud Hosting



Managed Application Hosting



Better Apps and Add-ons Integration



Business Continuity and Disaster Recovery



Redundant Data Center Facilitation



Multi-level Security



Realtime Collaboration



SLA-backed Uptime



Automated Data Backups



Centralized Control and Monitoring



Scalable Resources and Plans