



## South Bay Accounting Finds a Reliable Solution to Collaborate with Remote Clients!

**Company:**

South Bay Accounting

**Industry:**

Accounting and Bookkeeping

**Challenge:**

Improving collaboration between staff and client on the accounting software while improving the client servicing standards without compromising on features of the software.

**Solution:**

QuickBooks hosting services by Ace Cloud Hosting

**Results:**

- ❖ Realtime collaboration between the various users located remotely
- ❖ Enhanced data security, maintenance, backups and sharing
- ❖ Almost zero hardware-maintenance cost

## South Bay Accounting

South Bay Accounting Inc., a small accounting and bookkeeping firm, has over 20 years of experience in serving a wide range of industries, including small businesses, retailers, contractors, manufacturers, wholesalers, architects, lawyers, doctors, CPA firms, artists, private investors and many more.

South Bay Accounting delivers Accounting and bookkeeping services (such as Books Cleanup, Accounts Payable, Accounts Receivable, Bank Reconciliation, and others) to the clients located in different areas of the United States. The firm takes pride in being responsive to the immediate needs of the clients along with the pro-level services.

## The Challenge

With the growing client-base, South Bay Accounting had to look for an innovative solution to maintain its responsiveness and amazing service level. It required a way to be more efficient and remain available to assist clients remotely. Most of South Bay Accounting's clients have preferred QuickBooks Desktop as their accounting software. QuickBooks Online and hosting QuickBooks

desktop on the cloud were considered among the available options.

With the years of dependency on QuickBooks Desktop, not only clients had grown accustomed to it, but also the software has better features that make it a smart choice. South Bay Accounting realized that hosting of QuickBooks Desktop on the cloud fits with the demand.



***"While working on QuickBooks Online, we missed some very important features apart from the occasional network lag. On the other hand, the advantage of cloud hosting services is that you get to work with a fully-featured desktop version of QuickBooks, plus any additional software you might need like Microsoft Office or Adobe Acrobat), which meant hosting was an obvious choice for us."***

- Steve Nevil, CEO, South Bay Accounting

## The Solution

South Bay Accounting wanted to go with a reliable hosting solution, for which Intuit Authorized Hosting Service Providers was their first filter to look at the available options. Among them, Ace Cloud Hosting ensured a guaranteed 99.999% uptime of services along with 24/7 available support for any hosting assistance. Almost all the technical operations,

such as – migration of data, installation of QuickBooks on the cloud server, customization, user setup, installation of updates, and other configuration tasks are taken care of by Ace Cloud Hosting, which reduced the burden for South Bay Accounting and its client to negligible.

**“Working with your respectful company has been nothing but pleasant experience. Servers have up-time of basically 100%, Technical Support is second to none, and Customer Service is easy to reach and deal with. And the most important – server speeds are lightning fast, so there are no issues with lags that I experienced while using QuickBooks Online.”**

*- Steve Nevil, CEO, South Bay Accounting*

## The Result

Ace Cloud Hosting powers all desktop-based applications and data for South Bay Accounting in a cloud environment that is protected against cyber-attacks and disasters. South Bay Accounting and its clients can enjoy anytime, anywhere access to their accounting and bookkeeping applications, which saves travel-time for various involved parties. It also provides a better integration platform all applications that adds to the automation and error-free data sharing.

Superfast SSD servers from Ace Cloud Hosting has enabled the accounting firm to work on QuickBooks without any lags, which has escalated the overall productivity. IT maintenance expenditure for South Bay Accounting is considerably lower as maintenance of the server is handled by hosting service provider. Eventually, cloud hosting earned South Bay Accounting financial merits, added potential to client service and all that in a hassle-free manner.

**“At South Bay Accounting, we understand that continuous improvement is necessary because clients get used to the existing standards, quickly. In Ace Cloud Hosting, we have a partner with the coherence of this understanding.”**

*- Steve Nevil, CEO, South Bay Accounting*



## 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