

Integrated Solutions for Certified Public Accountants

Sprint helps CPA firm maintain its commitment to customer service

Challenge:

Associates at Tedder, James, Worden and Associates, a CPA firm based in Orlando, are on the road most of the day. They needed immediate and seamless access to enterprise applications from remote or home offices, client sites, hotel rooms or airports. In addition, the company needed to safeguard sensitive data when its employees were working remotely. Compromising their clients confidential data was not an option.

Solution:

The firm deployed Citrix Metaframe, a technology platform that allows users to remotely access information on a home server and PCS Connection Cards from Sprint. Training was a simple process. The user interface for agents using laptops in the field is completely unchanged from using the office interface.

Results:

Client audit quality has improved with increased accuracy in the data gathering process. Efficiency has also improved as CPAs update files from the clients location in real time. From an employee perspective, the technology enables the CPAs to establish a better work-life balance by making the most of their on-site client time, while giving them an option to work from home. From a business perspective, the investment has provided savings on support costs by reducing the need to upgrade systems on the client side and leave systems management at the server level.

