



Proactive Managed IT Brings John R. Waters & Company Peace of Mind

If you've ever worked with a Managed IT Service Provider (MSP) that failed to meet your expectations, then the following scenario might seem familiar:

- Your tech is outdated.
- Your staff doesn't contact the service provider for fear of incurring hidden costs.
- You don't understand what exactly your MSP is doing.
- They're generally missing in action.

That's exactly the situation accounting firm John R. Waters found itself in over four years ago.



The firm was founded in 1971 and has retained clients that have been with them for generations. That was made possible partly due to the company's hands-on approach when it comes to meeting and caring for their clients. Unfortunately, that level of personal touch was not reciprocated to them by their previous MSP. According to one of the firm's Accounting Professionals, Will Swenson, they got the opposite treatment.

"We worked with a firm that was very hands-off," Swenson stated.

For many financial institutions, proper maintenance and care for their technology are vital to maintaining trust and security. It plays an indispensable role in their business. That's why poor IT management could potentially put everything at risk.

Thankfully, John R. Waters was able to get out of the contract with their previous MSP before any irreversible damage was done. And to top it off, they were able to find a new IT company that fit most of their needs in Intelligent Technical Solutions (ITS).

Find out how their partnership helped bring excellent value and mutual success.



Excellent Value with ITS Chicago

Aside from their previous IT company's hands-off approach, another criticism they had for the firm was how they were billed for services. "Everything was billed. There wasn't any comprehensive package," Swenson remarked. "So it was almost as if the people who were in our firm before me were afraid to use their services because they didn't want to incur costs," he added.

According to Swenson, John R. Waters upper management had decided that they needed a change soon after he came on board. They had just let go of the person who served as the main contact with their previous IT company, which made it easier for him to take over and explore better MSP options for their needs.

"I feel like we have excellent value with ITS," Swenson stated. "Almost 95% of what we've needed up to now, and hopefully going forward, has been covered by our agreement. And they have been very upfront about anything extra, which I appreciate. Whereas the company we had before was not," he explained.

To do that, the accounting professional did his research on local IT companies in the Chicago area and picked out the ones with good reviews. "We brought a few of them in, and they presented us with their packages and plans that they thought might work for John R. Waters. And then we selected what we felt was best for us, and that ended up being ITS," Swenson said.



Proactive Approach with Personal Touch

What John R. Waters needed from their IT partner was to play an active role in managing their technology. They needed someone who provided regular updates and kept in touch with them to resolve issues before they become problems. According to Swenson, that's what they saw from ITS.

"They were very hands-on," he said. According to him, the entire implementation process was very comprehensive, and every stone was overturned to make sure there was nothing left on the table. "I worked with Anna (Team Lead for ITS Chicago) for our implementation process, and she was in contact regularly. Sometimes, multiple times a day if necessary to keep me updated in the process."

The accounting professional also appreciated how ITS was always available to answer his questions and would take the time to explain the complex aspects of their work. "Everyone that I worked with was very knowledgeable and understanding," Swenson stated. "I never felt like I was the idiot who couldn't figure out where my IP address was," he joked.

Swenson also expressed that ITS taking over the role from their previous MSP gave the team at John R. Waters greater peace of mind. Because according to him, it was reassuring to know that whenever they had a problem, big or small, they could easily pick up the phone or send an email and it will get taken care of quickly.



Navigating Challenges Together

One of the core tenets of ITS is to help businesses thrive with technology. However, that's easier said than done, especially with today's current cybersecurity landscape. Thankfully, John R. Waters and ITS have a great partnership that has allowed them to navigate even the toughest challenges together.

"ITS has helped us navigate the changeover from an old company to a new company, as well as some pretty heavy security issues that we've had," Swenson recalled. He was referring to two cybersecurity incidents that occurred just weeks apart from each other. Fortunately, ITS and John R. Waters were both able to work together and resolve both issues without incurring irreversible damage.



"ITS has always gone above and beyond to make sure that we are back online and secure and able to do our jobs, and that's something that I appreciate," Swenson said. Despite the ordeal, he believes it could have been worse if ITS wasn't their IT company. "I can't even imagine going through what we've gone through with our previous IT company. I probably would have quit by now," he jested.



Trust and Transparency

Through the years, ITS and John R. Waters have been able to build a strong foundation built on mutual trust and transparency. "Day-to-day, I always pray that we don't have any IT issues, but I trust that ITS will be there and have the answers or at least solutions to anything that I have," Swenson explained.

When asked how ITS was able to earn their trust, he said: "Through good and respectful contact, and really laying everything out for me to see, and answering any questions I had."

He then recounted a recent interaction he had with the IT company as their firm was in the process of migrating their domain host. According to him, it was ITS that advised him against purchasing extra services that they won't need.

"That was great peace of mind knowing I could ask questions and get good answers that are in the best interest of my company and me, versus the best interest of a bottom line," he stated. "I never got the sense that ITS was pulling the wool over my eyes and trying to sell more than what we need," added Swenson.

Raising the Bar for Professional IT Companies

When your technology is working against you, don't be afraid to look for something better. A fresh perspective was all it took to help John R. Waters take the next step with their technology and it's helping them thrive in this digital age. "Coming from where we were before, ITS has really raised the bar for us in what we have come to expect from working with a professional IT company versus what we had before," Swenson said.