

CASE STUDY

CPA Firm Ditches Physical Workstations and \$5K Downtime Nightmares for 100% Uptime



FIRM SNAPSHOT

- **Firm:** Akoré Chemello, CPA
- **Owner:** Akoré Chemello, CPA
- **Staff:** 4-5 year-round, 8-10 during tax season
- **Services:** Exclusively tax work
- **Software:** Lacerte, QuickBooks Desktop (transitioning to Online), Office Tools (legacy)
- **Previous Setup:** Physical RDP workstations with local IT support
- **Years with Verito:** 3+
- **Discovery Source:** Facebook groups and online tax professional communities

THE CHALLENGE

Akoré Chemello needed to hire internationally. Her solution? Set up physical workstations with RDP access in a separate office room.

"We had separate standalone workstations with terrible RDP setups. **They were always going down.** It was constantly me getting messages at five o'clock in the morning.

Even with a local IT company managing the setup, the system was unreliable. "It was very intermittent, unreliable RDP connections. I don't know why. My IT people were good. I think it was just the nature of doing it that way."

The complexity was overwhelming. Each workstation needed the right Lacerte setup, the right bookmarks, the right network configuration. "Looking back, it was just so frustrating and wasted so much of my time."

During tax season, every minute of downtime cost hundreds of dollars. "The computer's down, and every minute we're down during tax season, I'm losing hundreds of dollars."

She couldn't stop herself from trying to troubleshoot even though it was far beyond her skill set, costing her time as well as money. "I just like troubleshooting tech, so I couldn't stop myself from trying to fix it. It was a complete nightmare."

She knew about Right Networks, but their pricing was absurd. "They're like, 'We'll host QuickBooks and Lacerte for \$150 a month per user.' I'm like, that's not worth it. I'll just get some workstations."

That choice cost her far more than money it cost her time, stress, and billable hours.

WHY VERITO

Akoré discovered Verito through Facebook groups and online tax professional communities where practitioners shared recommendations.

"I was really in tune with what are we going to use, what are our options, and seeing what other people were using. Verito was one that I saw a couple times. People mentioned, '**Oh, super happy with Verito.**'"

What caught her attention? **Support for Office Tools** - a clunky, database-heavy desktop workflow product she was stuck with at the time. "Verito was like, 'Oh, we can support Office Tools,' and that was important for me. That was one of my factors going towards there."

AT A GLANCE

THE CHALLENGE

- Unreliable RDP workstations constantly failed and caused early-morning emergencies.
- Complex setup wasted time and every minute of downtime cost hundreds during tax season.
- Avoided Right Networks due to high cost, but local workstation approach became a costly nightmare.

WHY VERITO

- Found Verito through recommendations in tax professional communities.
- Positive feedback from peers built trust.
- Chose Verito partly because it fully supported Office Tools.

THE SWITCH

"It was just easy. It was just so simple."

Verito's support team coordinated with the Office Tools vendor to get everything configured properly. "They were really, really helpful communicating with the tech and helping that get set up. **I don't have any negative memories of it.** They just made it super easy."

THE RESULTS

Zero workstation management. Zero IT tickets to her. Zero five AM panic messages.

"Support is amazing. It's taken everything off my plate where I can just tell my staff now, 'Call Verito, leave me alone.' And they did, and they solved their problem. **That is amazing to me.** If I need something done, it's usually done within 10 minutes."

In three years, only one hour of downtime. "I think we had one time where we were down for more than an hour, which is pretty amazing considering the complexity of what Verito sells. It's an insanely complicated product."

"I've got a new employee coming on, which used to mean buying a new computer, setting it up, paying my IT guy \$500 to come get it all going. Now I'm just sending an email: 'I've got a new user, here's their name, email address, and cell phone number, set them up.' And it's done."

The transformation enabled her to **go fully remote and drop her office lease.** "We're letting our lease expire because I literally don't need it anymore. **I consider Verito my rent expense** because that's all you need an office for to put those computers there."

Her staff is now distributed. "My current staff all used to be in the same city, but one woman just moved to Colorado and the transition was just so easy. **I love it. I love Verito.**"

AT A GLANCE

THE SWITCH

- Setup and onboarding were simple and smooth.
- Verito coordinated directly with Office Tools support.
- Helpful, seamless process with no issues or frustration.

THE RESULTS

- No more workstation headaches or 5 AM emergencies—support handles everything fast.
- Only one hour of downtime in three years; onboarding new users is instant.
- Went fully remote, dropped office lease, and staff now works seamlessly from anywhere.

THE BOTTOM LINE

Akoré went from managing physical workstations, troubleshooting RDP connections at 5 AM, and losing hundreds of dollars per hour during downtime to **100% uptime, 10-minute support response, and a fully remote operation.**

"The price is so reasonable for what we get. **You get what you pay for. This is literally the lifeblood of your office.**"

Want similar results? Learn how Verito eliminates workstation nightmares and delivers reliable infrastructure that actually works during tax season.

AT A GLANCE

THE BOTTOM LINE

- Eliminated workstation chaos and costly downtime with reliable hosted setup.
- Fast support (~10 minutes) and near 100% uptime.
- Fully remote operation with incredible value for the cost.