



Business Technology Doesn't Have to Be Taxing: A Case Study

How Capital Tax Service Has Benefitted from Managed Security Services

Fuse Networks has been serving the Pacific Northwest since 2009, providing computer support and consulting to small and medium-sized businesses. Striving to eliminate IT issues before they cause expensive downtime, Fuse Networks provides enterprise-level IT practices and solutions to the small business sector, with small business prices.

Meet Capital Tax Service:

Capital Tax Service assists their clients with their income tax requirements, ranging from business tax preparation to representing their clients in tax court. To learn more about how they can help your business—or to ask for a consultation—call 425-251-3203 today.

Finances are challenging for many people, with complicated laws and rules surrounding debt remediation and the tax code. This makes the work that Capital Tax Service does very important. Offering tax preparation services for investors, property owners, and businesses, as well as tax debt settlement and—as of April 2019—tax court representation services, their small team has protected taxpayers through the implementation of the tax code for over 30 years.

Of course, these kinds of processes need effective and reliable IT solutions, with the information involved needing considerable security as well.

However, Capital Tax Service Didn't Always Have These Things

For some time, Capital Tax Service had worked with another technician, but despite this, there were some issues in the background that—particularly in hindsight—simply aren't acceptable. Much of their infrastructure, workstations and server alike, was older and relied on unsupported operating systems.

Not only did this create potential issues in terms of the practical utilization of these components, it also presented some severe security risks.

Otherwise, the tax preparer was relying on reactive IT support. While issues were being solved, there was downtime being incurred before their needed support was received. So, when one of the employees at Capital Tax Service met the owner of Fuse Networks and referred him to the firm, the tax preparer jumped at the opportunity. After a review of the tax preparer's needs, a strategy for improvement was devised.



Fuse Networks Quickly Provided Capital Tax Service with the Technologies They Needed

In order to ensure that the tax preparer was properly equipped for its processes, Fuse Networks stepped in and introduced a variety of solutions and tools:

- The outdated server OS was replaced by a new Dell server platform
- Ubiquiti network appliances were implemented
- An offsite backup was generated, using the cloud
- Office 365 was implemented

Fuse Worked Through a Few Challenges

While things did not always go to plan, Fuse demonstrated their value as a partner by being flexible and delivering solutions to problems. For example, with the COVID-19 pandemic creating a necessary extension of the 2020 tax season, the Capital Tax Service team could not have their operations impacted by IT infrastructure changes. Fuse adapted their delivery approach and timeline to deliver the most value possible while balancing operational risk. Additionally, with the migration to Office 365 there were found to be workflows and processes built around the capabilities of the previous email platform that needed to be changed.

Fuse worked with Capital Tax Services to implement solutions that were compatible with their workflows. And finally, when a Line of Business Application vendor could not deliver a timely resolution to an application migration issue, Fuse worked with Capital Tax Services on a solution that satisfied both the goals of the business and the project.

Fuse strives to be considered a trusted partner for its customers and working through issues such as these during the onboarding phase helps establish that solid basis of trust.

Despite These Challenges, Fuse Delivered for Capital Tax Service (and Continues To Do So)

Once the requisite changes had been made, Fuse Networks began monitoring the tax servicer's infrastructure to help ensure any threats to their security or their productivity were identified and addressed, seeing a 36 percent decrease in incident support requests and an 89 percent decrease in the time taken to resolve any issues within a year.

Along with the proactive support they receive from Fuse Networks, Capital Tax Service has also been kept in compliance through the Technical Alignment process that the service provider utilizes.

Fuse Networks Can Provide This Value to You As Well

If you're interested in enjoying the kind of benefits that this kind of relationship can bring for your security and operations, reach out to Fuse Networks today! Call 855.438.FUSE to learn more, or visit www.fusenetworks.com.