

J. Dwayne Anderson CPA

CPA Firm Relies on 8x8 Hosted Servers to Deliver Superior Client Service

J. Dwayne Anderson is an Austin, Texas-based CPA who is constantly on the go. Not only does he work from his own office, he also works at client sites and in transit using his smartphone. Phone coverage is crucial for this highly mobile professional, and that's what initially brought him to 8x8 in May 2010.

8x8 Virtual Office business phone service enables Anderson to forward calls to multiple locations. An 8x8 app simultaneously pushes calls out to his smartphone as well, ensuring that he does not miss important client calls. With 8x8, Anderson found the flexibility and professional features his business requires.

Because of his very positive experience with 8x8 phone service, Anderson again turned to the company in late 2010 when he needed a new server hosting provider.

Server Hosting that Delivers More

As a CPA, Anderson provides standard accounting services, such as preparing clients' tax returns. However, he also provides long-term financial management services for companies that need forensic accounting services because of losses or other problems with their books.



J. Dwayne Anderson,
Certified Public Accountant

Needless to say, that client data is very sensitive. But with a geographically dispersed staff of six people—all of whom telecommute from their homes—Anderson needed a way to store the data securely while enabling shared access.

"My CFO is in Connecticut and my project manager is in San Diego, and we've only got one set of client books," he explains. "I wanted to create an environment where my staff could access the information they need no matter where they are."

Anderson's previous hosting provider would not allow him to upload the accounting tools he needed to their server.

"Like most CPA firms, we mainly use Intuit QuickBooks, but there are some QuickBooks add-on tools we need as well," he says.

"My first hosting provider had a lot of restrictions on their service and wouldn't support those add-ons. That made it difficult for my team to work efficiently, so I contacted 8x8 about their cloud computing services."

Working closely with his 8x8 account manager, Anderson implemented a two-server hosting solution that seamlessly enables shared access for employees as well as providing data security. The solution combines a virtual private server and a managed dedicated server.

"I'm extremely pleased with the quality of the 8x8 hosting service," says Anderson. "So far it's been 100% reliable, and we've had no problems."

In order to keep his clients' data as secure as possible, Anderson also worked with 8x8 to implement a protective firewall and VPN access. These security features prevent client data from being hacked while it's transmitted to Anderson's dedicated server, and ensure that only authorized users access the data once it's on the server.

"I want to be able to look clients in the eye and assure them their data will be safe with us," says Anderson. "With 8x8 hosting service, we can provide the strongest possible protection."

And while Anderson's firm already used a server backup service, he recently decided to consolidate it with the 8x8 hosting solution as well.

"Purchasing backup service from 8x8 is less expensive, and gives me the convenience of one-stop shopping," he explains. "Instead of dealing with multiple providers, I just call 8x8. They can handle anything I throw at them, from phones to hosting to backup."

The 8x8 Difference

When asked what makes 8x8 stand out among other service providers, Anderson speaks from his experience as a small business owner.

"8x8 technical support is always quick to respond, no matter how large or small the issue. Some providers focus only on larger enterprise customers, and let smaller businesses fall through the cracks. My issues aren't big ones, but they're important to me. With 8x8's guaranteed response times, I know they'll be addressed."

Anderson also points to 8x8's attention to detail in providing customer service.

"8x8 invests the time to make sure their customers' services are set up right in the first place. That makes a big difference to business owners like me."

