

## Case Study - Ross McConnell Accountants

*“My data is now secure, I would definitely recommend Spear to anyone ”*

Ross McConnell, Managing Director

### The Business

Ross McConnell Chartered Accountants were established 9 years by Manager Director Ross McConnell.

The company provide accountancy and tax services to small owner managed business in the Kinross and surrounding area.

### Spear PC helped Ross McConnell with:

- Secure data backup of confidential client data ✓
- Awarding winning Antivirus software ✓
- A Remote IT Management (RITM) System ✓
- Technical Support at the touch of a button ✓
- Local Support backed up by a national network ✓

### Their IT Issue

To serve the companies growing list of clients Ross McConnell Chartered Accountants required a sound IT system, which they could rely on to store confidential client data in a secure off site location. With two employees and 4 PCs, a solution was required to take the hassle of maintaining their IT system away, allowing the company to focus on providing a sound accounting service.

### How did they Find Spear?

**“We came across Spear through a telephone sales call”** and after meeting with Spear’s local representative they were especially drawn to the opportunity to receive local support, whilst being backed up by a national support centre.

### The Service Spear Provides

After Spear visited the accountants and assessed what was required it became apparent that Ross McConnell could benefit from Spear Backup and Remote IT Management services. This provided Ross McConnell with the perfect solution in terms of securing their client data through Spear Backup whilst RITM allowed them to receive constant technical support should it ever be required through simply a touch of a button. **“The Remote IT Management is very effective, it does exactly what we want and we are very happy with it indeed.”**

### What has been the impact of the service on Ross McConnell?

Assessing the positive impact that Spear’s IT services have had on their business Ross McConnell commented that Spear has brought the accountants piece of mind, they now feel **“much more comfortable knowing that company data is secure”**. Spear’s technical centre (STAC) were applauded for their efficient and expert knowledge **“they helped to set up our IT network, were extremely helpful and very efficient.”**

### The Result

Ross McConnell have been very happy with the service Spear have been able to offer them. Spear offer support through their local Spear franchisee, whilst this is backed up through expert technical support at HQ, available instantly and remotely through Remote IT Management. Since Ross McConnell invested in Spear all IT concerns have been removed, allowing the company to continue its growth and providing high levels of service to its existing customers.

*“I would definitely recommend Spear to anyone and have been very impressed with the service provided”*

For Information on how we could evaluate and benefit your business requirements contact your local Spear PC appointed partner:

Spear Doncaster, 1 Madison Court, Finningley, Doncaster DN9 3GL. Tel: 01302 772773