

Success Stories

Hear what our customers are saying about us!

Siegel Solutions, Inc.

Jeff Siegel, owner of Siegel Solutions started using Right Networks to host his client files back in 2005. He realized traveling onsite to provide bookkeeping services to his clients using QuickBooks Desktop was becoming a barrier for business growth. Before Right Networks, adding more Desktop clients meant hiring more bookkeepers and time was not being spent efficiently due to business demands, travel, and scheduling. An eight-hour work day couldn't be billed at 100% which meant staff was underutilized.



Jeff Siegel

Benefits of Moving Client Files to the Cloud:

Cut out travel time and the need for additional staff.

- Before Right Networks, a trip to the client's office or a backup file was needed to provide services within QuickBooks. Due to time spent on travel, new clients meant he needed to hire additional staff. With Right Networks, he can login, pull up a QuickBooks file, and complete a task from the office or home. Right Networks helps accounting professionals provide timely service, which promotes great customer relationships.

Provide a timelier response to clients with ad-hoc requests.

- A call from a client to prepare a report for an unscheduled meeting can be done quickly from anywhere.

Real-time insight into client files.

- On Right Networks, client files are worked on in real-time. Bookkeepers or the client themselves can log in anytime to create and view current information. Before Right Networks, backups were used to compare for the most recent file.

Immediate assistance from the office.

- When a client calls with a question, Right Networks gives him the ability to log on immediately, see what they are referring to, and walk them through the process.

Scheduling quarterly reviews.

- What used to be a challenge because of traveling and scheduling has become very easy. With Right Networks, he can login to client files quarterly to review the results without any need for travel.

Provide value added services.

- With real-time access, having the ability to see current activity helps with preparing budgets to actual reports, adding visual dashboard, and meeting with clients regularly to go over results.

Eliminate the need to send client journal entries.

- Making real-time journal entries or changes in a client file ensures accuracy without having to compare backup files.

No longer need to store client files on internal servers/computers.

- Right Networks backups files daily for 90-days. On Right Networks, there is no need to worry about hacks, ransomware, hardware failures, accidentally deleting a file, and other issues. The cloud gives him peace of mind.



Reliability



Accessibility



Security

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American Earth Anchors – “We needed access to our file from tradeshow, Right Networks was the best solution.” – Corinne Lacey, Account Manager

American Earth Anchors sells screws and other products to anchor various items, such as tents, swing sets, sheds, inflatables, and other structures. They came to Siegel Solutions with a problem to solve. They had a two user QuickBooks on premise installation in a very simple peer to peer network. They hired an additional employee who needed access to QuickBooks using a laptop.

On the surface, we thought they could simply add the laptop to the current environment. After further discussion, they mentioned they travel to many tradeshow and need access to their QuickBooks file on the road. They didn't have an onsite server where they could set up remote access, so we recommended they host their QuickBooks file with Right Networks.

They immediately liked the solution. It would also stop issues they were having in their current environment that effected their QuickBooks file. They moved their QuickBooks file to the Cloud and haven't looked back. They now have access from the road, have cut their IT costs, and don't have to worry about backups. They can share access to their documents and spreadsheets using Right Networks. The extra benefit is when they need any accounting help, Siegel Solutions can login remotely and offer help without having to travel to their office.



Corinne Lacey

Menicon America – “Their support team is outstanding. We never wait long to get the help we need.” – Donna Taylor, Account Manager

Menicon America Manufactures and sells contact lenses. They came to Siegel Solutions looking to host QuickBooks Enterprise. They have a parent company in Japan who needs access to their information, and their accountant is in California. They also have a need for their outside CPA to access their file. Remote access was a great benefit for Menicon since their CPA was not local.

Initially, they had a small office and were using MAC computers. QuickBooks Enterprise does not run on a MAC and the only way to continue to use QuickBooks Enterprise, a Microsoft product, was to host it. The decision to use Right Networks was made six years ago when there were just a few users. They have grown to 13 users on Right Networks and recently added Acctivate Inventory to the hosted environment for their advanced inventory needs. Right Networks also hosts Transaction Pro Importer, the tool they use to pull in orders from their website. With this integration they can pull down the file, run the application, and quickly update QuickBooks Enterprise with that day's web orders.



Donna Taylor

Donna said, “Right Networks is large enough to handle their needs and small enough to respond quickly and efficiently.” Donna's biggest concern is support because, “when issues happen with hosting or QuickBooks it puts the office at a standstill, so speed in resolving issues is crucial and Right Networks always comes through.”

To learn more about how Right Networks can connect you to your clients, contact Sales at 888-210-0237



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