



# The Custom Cloud Difference

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Right Networks®

## Introduction

The reality is that you have lots of options when it comes to managing your tech stack and IT environment. You can trust in-house resources to accomplish the mission or choose to go outside. More and more accounting firms are going outside to fulfill their ever-increasing IT. However, not everyone is suited to take on the complexities that exist in a firm environment.

It takes an in depth understanding of the inner workings of a firm, the flow of data, and the processes needed to keep things running smoothly. At Right Networks we are 100% accounting focused and have a long and successful track record of bringing the best in thought leadership, technology solutions and service to our customers. Read on to learn why we are the right partner for your firm.

## Partners in the Profession

Since opening our doors in 2002, our sole focus has been the Accounting profession. We pride ourselves on being a strategic partner to a variety of organizations across the country that share our vision for the Accounting profession and what technology can bring to the table. Here is a snapshot of some long-standing relationships:

### CPA Software



### Associations



### Technology



## Application Expertise

We currently support over 1,000 applications in our Custom Cloud. Chances are high (99%+) that we have seen your core applications numerous times and manage them daily. We specialize in CPA firms and understanding your applications better than any other provider in the country. We have direct relationships with the vendors in our profession, such as: CCH, Thomson Reuters, Intuit, and Microsoft.

## Application Updates

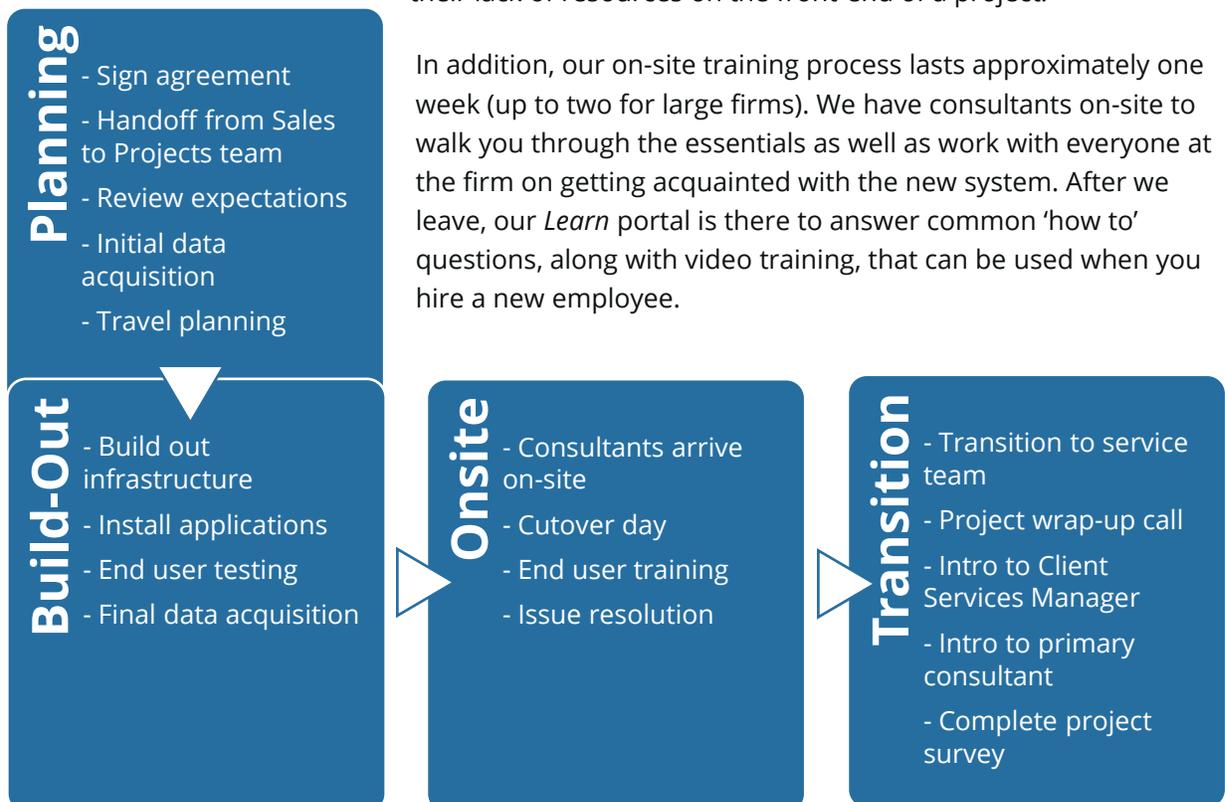
Initial configuration is only part of the battle. The reality is that a CPA firm's applications are always updating – that's the nature of the business for you and for us. Most IT integrators have no clue how to handle a network that is basically a moving target. We do. Our application updates occur throughout the week during off-hour maintenance windows, ensuring your machines are updated in a timely fashion.

## Security

Understanding the profession's security concerns is different from the 'general' concern around IT security... much different. Our system is built around the concerns of the profession and protecting your client data with no spared expense. We've formed partnerships with Mimecast and Duo Security and are also SOC compliant in order to guarantee our clients the utmost security in our cloud environment.

## Onboarding Process & Training

We take the onboarding process very seriously. You have a Project Manager dedicated to your firm four weeks prior to the cutover and usually for one week after cutover. There is no shortage of diligence, circuit testing, and application testing before going live in the Custom Cloud. Most IT companies under estimate what it takes for a CPA firm to cutover to the cloud, and this is shown in their lack of resources on the front-end of a project.



In addition, our on-site training process lasts approximately one week (up to two for large firms). We have consultants on-site to walk you through the essentials as well as work with everyone at the firm on getting acquainted with the new system. After we leave, our *Learn* portal is there to answer common 'how to' questions, along with video training, that can be used when you hire a new employee.

## Being Local Shouldn't Outweigh Business Expertise

Ultimately, Custom Cloud exists to help you get out of the IT business. We are convinced that choosing an IT integrator that handles the butcher, baker, and professional service firm keeps you in the IT grind – with you, the firm, having to be the chief knowledge holder with how your core applications work and how they serve your business.

## Tax Season

We know what tax season means to you and what it takes to support a firm during tax season. We have over 6,500 professionals using our Custom Cloud, and we adjust our business cycle to coincide with yours. No other IT integrator gears their business in and around CPA deadlines and their importance.

## The Support Difference

First, our support is 24/7. Really. If you call after hours, we will respond within 30 minutes. This is rare in the industry. Secondly, you have a Primary Consultant assigned to your account the moment you enter Custom Cloud. Traditional IT help desks are a revolving door of consultants. You never know who you will get on your next call, and before long, you are stuck telling them the basics every time you have an issue. Not with us. You also have a full team supporting that Primary Consultant, as seen below.

### Consultants

- Consultants make up the largest % of the team and oversee day-to-day issue resolution. This is just another way of saying “everyday super heroes”.

### Response Team

- The Custom Cloud team is dedicated to ensuring someone is working on your service ticket along with getting back to you in a timely fashion and letting you know where things are at.

### Management

- People need support within their roles and within the company. We have dedicated, experienced professionals at the helm who actively lend wisdom and guidance to the team at large. They have all been in consulting roles – no naivety allowed!

### Infrastructure

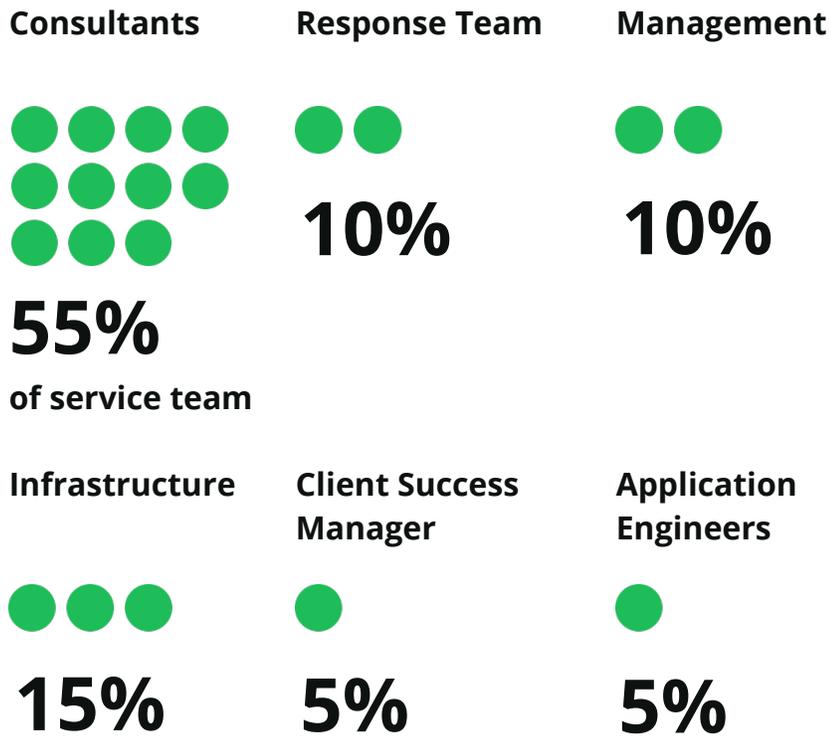
- Keeping the backend platform in tip-top shape is no small task, and this team is up for the challenge. Their daily mission: Keep Custom Cloud secure, stable, and performing!

### Client Success Manager

- Oversees the overall customer experience and ensures we are keeping up our end of the bargain. This is your go-to person when a need arises or there is any doubt on who to contact.

### Application Engineers

- Accounting applications are no easy bear to deal with, thus, we have a whole team dedicated to understanding their complexities as well as keeping them up-to-date.



### Additional Services with the CPA in Mind

#### Regular Webinars on CPA Best Practices

- From fine-tuning your processes to the latest updates with social media, various topics can be found in our webinars, created to equip our clients. Check out our Vimeo channel here to learn more.

#### CPE Discount

- We have a 20% discount for our clients to use towards programs offered through Western CPE – a leading provider in e-learning for the profession.

#### CPAFMA Membership Dues Covered

- New Custom Cloud customers will have their CPAFMA membership dues covered for the first year.



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Learn more at  
[www.rightnetworks.com](http://www.rightnetworks.com)

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