



# CASE STUDY

*How Accounting Insight's Business Operations Improved with Zephi's Tailored IT Support*



accounting **insight**

**Company Name:** *Accounting Insight*

**Industry:** *Accounting Services*

**Company Size:** *Small Business*

## TESTIMONIAL

*"As someone who's not very tech-savvy, having reliable IT support is crucial for me. With Zephi, I don't have to worry about a thing. Whether I'm working from home or in the office, they're just a call away, ready to fix any issues. Zephi's support has truly made a difference in our day-to-day operations, and I couldn't be happier with their service."*

Gill Fitzpatrick  
Managing Director  
Accounting Insight

## ABOUT ACCOUNTING INSIGHT

Accounting Insight is a trusted bookkeeping and accountancy firm dedicated to empowering businesses with comprehensive financial solutions. They help all sizes of business, from start-ups and sole traders to partnerships and limited companies with general bookkeeping, management accounts, tax returns, VAT returns, payroll administration, self-assessment and CIS.

## OVERVIEW

Seeking a local IT support provider who could communicate without technical jargon, Accounting Insight turned to Zephi. Impressed by Zephi's clear quote and local presence, Accounting Insight made the switch. Since then, Zephi has been providing reliable IT support, ensuring smooth operations for Accounting Insight's business endeavours.

Zephi provides desktop support, remote assistance, software licensing management, along with other IT support services. Accounting Insight now experience enhanced efficiency and peace of mind in their daily operations.

## SOLUTIONS

Accounting Insight found comprehensive solutions to their IT needs through Zephi:

### LOCAL EXPERTISE

Zephi's proximity ensured prompt assistance and a deeper understanding of Accounting Insight's operations, eliminating the frustrations of dealing with distant providers.

### COST-EFFECTIVE ALTERNATIVES

Facing a price increase from their previous provider, Accounting Insight turned to Zephi and found not only competitive pricing but also superior value for their IT support needs.

### COMPREHENSIVE IT SUPPORT

Zephi's monthly contract covered all bases, providing support for the office laptops as well as home computers, ensuring seamless connectivity and productivity across all devices.

### RESPONSIVE ASSISTANCE

Zephi's responsiveness is unparalleled. Whether it's a minor glitch or a major issue, they are always quick to respond and resolve the problem, providing peace of mind to Accounting Insight's team.

## RESULTS

The partnership with Zephi yielded significant benefits for Accounting Insight:

### ENHANCED EFFICIENCY

Due to Zephi's IT support and responsive assistance, Accounting Insight experienced reduced downtime and increased productivity, allowing their team to focus on core business activities without interruptions.

### COST SAVINGS

Zephi's cost-effective solutions translated into tangible savings for Accounting Insight, enabling them to optimise their IT expenditure and reallocate resources to strategic growth initiatives.

### STREAMLINED OPERATIONS

By entrusting their IT needs to Zephi, Accounting Insight achieved greater operational efficiency. Zephi's holistic approach, covering everything from desktop support to home computers, simplified IT management for Accounting Insight, allowing them to navigate the digital landscape with ease.

### ENHANCED USER EXPERIENCE

Zephi's local expertise and clear communication improved the overall user experience for Accounting Insight. With prompt assistance and personalised support, Zephi alleviated technical frustrations and fostered a positive working environment for Accounting Insight's team.



## CONTACT US

For enquiries, support requests, or to learn more about our services, please contact us:

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Our team is here to help. Get in touch today and let us be your partner in navigating the ever-evolving world of technology.