

Fulton CPA

INSYNO

CUSTOMER SUCCESS STORY
Creating Trust and Reliability

CLIENT PROFILE

Company: Fulton CPA
Industry: Finance

THE BUSINESS BEHIND YOUR BUSINESS



MEMPHIS,
TENNESSEE



FULL SERVICE
SMALL BUSINESS
ACCOUNTING

Fulton CPA is a full service accounting firm based out of Memphis, Tennessee. Fulton CPA demands zero room for downtime with their constant growth and many accounts. When Fulton CPA decided they needed a full service cloud 2 years ago, they turned to Insynq. Fulton quickly began to rely and trust Insynq with their data in the cloud knowing Insynq's technical support, CloudAssist, is always there to promptly help.

When Fulton CPA's QuickBooks payroll update kept failing, a ticket was created with Insynq's CloudAssist technical support. The ticket was eventually escalated to engineering because it was more than a simple technical problem. Fulton CPA's, Raney Azada, needed it resolved ASAP because they were running payroll with a deadline. Insynq's technical support was working with engineering while Raney was working with Intuit to figure out what the problem was. After testing and changing different functions on the server from Intuit's suggested solutions the problem wasn't solved. Engineering along with support

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Raney Azada
Fulton CPA

continued to work on finding other solutions which lead to resolving the issue. The combined process took about an hour.

Fulton CPA recognizes the importance of having a trusted cloud provider with little to no downtime. “Pretty much no downtime, it’s important to us. No lost data. When we were with a different provider and we had to take in all the support issues directly to the provider. We did a lot ourselves and with our clients. But with Insynq, the customer support takes a lot of stress off of us on that end. With clients who work anytime they want, it’s great” Raney said.

Now, Fulton CPA feels more productive than ever before. “Insynq has extremely fast response times for us but also for our clients who also call into support. We really don’t deal with it anymore. We don’t even notice it because it’s just handled.” Insynq’s customer service and technical support continues to be unparalleled by any other cloud provider. “I have no complaints.”

About Insynq

Insynq provides elegant cloud hosting solutions for the modern company seeking mobility, security and freedom from IT. Now all of your data and software can be securely accessible from one convenient location—no matter where you are or what device you are using.

Welcome to your new world of cloud computing providing you complete freedom, total control, and operational savings that lets you to focus on growing your business—not IT.

INSYNQ
The Gold Standard for Hosted Platforms

INSYNQ

[Learn more about Insynq at www.insynq.com](http://www.insynq.com)

Insynq is one of the largest and best-known cloud computing and application hosting companies in the U.S., with solutions for businesses seeking secure, customized data access via multiple devices. Founded in Gig Harbor in 1997, Insynq was the first company to offer commercial cloud services, and has the most extensive applications library among cloud providers.