



## APPIA CASE STUDY

[The CPA Group PC](#) is a full-service tax, accounting, and business consulting firm headquartered in Monett, Missouri, with a branch office in Cassville, Missouri.

### The Challenge

In 2007, The CPA Group was preparing to open its branch location in Cassville. It was a good time to take a hard look at the technology used by the firm.

“We had a hodgepodge of equipment. We were handling everything in-house, implementing the technology ourselves,” said Kurt Krueger, CPA. “It was difficult for me to work offsite and keep everything in the office up and running.

“Our efficiency was suffering due to decreasing network speed. Processing delays while using our accounting software were very frustrating.

“We needed a system in place that would integrate two offices, enable us to work from multiple locations, allow for growth, and work with our existing software suite. Most importantly, we needed increased speed and efficiency, and a system that would be easy to manage.”

### The Solution

The CPA Group reached out to the [IT Services Group](#) of [Weidmayer, Schneider, Raham and Bennett](#). WSRB conducted a thorough review, and then prepared a comprehensive consulting report that addressed The CPA Group’s specific needs and constraints. Incorporating the equipment expertise of [Cyberian Technologies](#) with managed services from [Appia Communications](#) proved to be the best solution for The CPA Group’s new business infrastructure.

Cyberian rewired the office, replaced or retasked networking equipment, and installed a wireless Local Area Network. A new data backup system was implemented as well, making backups “much faster and easier,” according to Krueger.



Meanwhile, The CPA Group's phone service provider was unable to integrate the two offices, so WSRB recommended [Appia's Hosted Voice-over-IP](#) solution.

"We like the disaster recovery features Appia provides," said Krueger. "We've lost power twice in last year or so, due to both a tornado and an ice storm. Because Appia's solution is hosted, our calls are still answered by an auto-attendant and we can retrieve voicemails when our power is out."

Appia's solution also gave The CPA Group abbreviated extension dialing between locations, so there is no charge for calls between the two sites. Under the previous phone system, all of those calls would have incurred long-distance charges.

### **The Results**

With improved accessibility, efficiency, features and service, The CPA Group's new networking infrastructure is saving more than money.

"The biggest benefit has been time savings — especially administratively," said Krueger. "We now use (centralized-computing) terminals instead of PC workstations. Everything is integrated under one setup and one user. I've saved a lot of hours in the last six months not running from PC to PC."

"Improved efficiency with our accounting software has eliminated processing delays. Everything just works."

Appia's Hosted VoIP solution has freed The CPA Group to serve its clients wherever and whenever needed.

"One thing in particular we like about the hosted VoIP service is the ease of moving a user," Krueger said. "With our previous provider, we had to rewire. Now we just unplug the phone, move it, and plug it back in."

"When our employees go out to customer sites, they forward their IP phone to their mobile phone. Also, the old voicemail system was very limited; Appia's system has more features."

"The ability to access our email remotely, combined with voicemail-to-email and Internet faxing, allows us to work from home and from different locations. We're able to serve our clients better."