CASE STUDY

IronOrbit
Cloud Computing Solutions

American Expat Tax Services

Tax Services

ABOUT AMERICAN EXPAT TAX SERVICES

New businesses have numerous challenges to overcome in the weeks and months between the conception of a business idea and actually opening for business, not the least of which is establishing an IT infrastructure that is not only practical and efficient, but cost-effective as well. This is an even more complicated endeavor when the business has employees working from various locations. Such was the case for American Expat Tax Services, which opened in late 2013.

CHALLENGES & REQUIREMENTS

"We needed an efficient way for our 11 associates to be able to interact with each other and be able to leverage the same types of systems that we would be able to provide in one location throughout various locations, throughout two countries even,"
said Manager of US Operations Andrea Valois.

The leadership at American Expat Tax Services (a firm which specializes in preparing tax returns for American expatriates living in Canada), which includes Valois and firm founder Mary Beth Lougen, understood that a cloud-based infrastructure would allow their geographically separated employees to remotely access the programs and files they would need.

WHY IRONORBIT?

When they realized the scope of undertaking a project that size, Valois and Lougen researched cloud service providers and came across IronOrbit. They were impressed not only with IronOrbit's hosted desktop (Workspace) solution and how it enabled them to achieve their goal of having remote workers scattered throughout two countries, but also with their eagerness to help any way they could.

According to Valois, she appreciated that IronOrbit never told them something couldn't be done. *"It was more like: 'I see what you need and let's see what we can find to help you achieve your goal, even if it's not specifically what you are asking us to do but we'll see if we can get to your goal a different way around.' I think that had quite a bit of play on our decision."*

American Expat Tax Service's IT Requirements

• **Accommodate employees in various locations throughout two different countries**
• **Fully-managed IT infrastructure**
• **A way to collaborate and communicate effectively**
• **Regular data backups**
• **100% uptime**

As with all of our solutions, IronOrbit technicians started the setup process by analyzing American Expat Tax Services' technology needs and requirements. As a new business, the tax preparation firm needed a complete IT infrastructure created from the ground up, one that would

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Andrea Valois - Manager of US Operations

allow their employees (who were located in several U.S. states and Canadian provinces) to access their desktops, software, and files no matter where they were or what device they were using. Hosted desktops would provide them with a centralized, high-powered, and low-cost infrastructure. Additionally, the fully-managed nature of IronOrbit solutions meant that American Expat Tax Services had a 24/7/365 IT department at their disposal.

The 4-D Security and Backup and Disaster Recovery services that are included with any IronOrbit solution help American Expat Tax Services comply with industry standards issued by both the Internal Revenue Service and Canada Revenue Agency; in fact, with IronOrbit solutions not only meet the requirements issued by the agencies, they exceed them.

BENEFITS & ACHIEVEMENTS

- **Anywhere-enabled access**
- **24/7/365 technical support**
- **Comprehensive 4-D Security**
- **Regular, managed data backups**
- **Fully-managed IT infrastructure**
- **Compliance with IRS and Canada Revenue Agency regulations**
- **Geographically-separated employees can access company files and programs**
- **100% infrastructure uptime**

ABOUT IRONORBIT

IronOrbit, a division of SACA Technologies, is a privately owned and fully integrated Information and Communications Technology (ICT) powerhouse. With more than 300 years of combined industry expertise, IronOrbit innovates, develops, and produces comprehensive ICT solutions, specializing in GPU-accelerated cloud workspaces.

IronOrbit operates their own global footprint of private data centers across more than twenty regions worldwide, utilizing SOC 2 Certified, Tier 4 facilities to provide cloud services and their flagship hosted desktop solution, INFINITY Workspaces, to thousands of customers, including the US government.

THE SOLUTION

Enabling a New Business through Technology

While technology is certainly not the only factor for success in a business, innovative technology like hosted desktops can certainly help enable businesses with increased productivity, more efficient communication, and reduced IT costs. For American Expat Tax Services, hosted desktops made their business model possible, according to Valois.

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