



## Case Study: Financial Claims Auditor and Collections Agency



**The Company:** Financial claims auditor and collections agency headquartered in Vancouver, Washington providing a comprehensive range of financial services for business-to-business payment processing, process evaluation of at-risk clients, and financial recovery services for minimum-loss debt recovery. The business relies on a network of servers and workstations to access data files, research clients, and track collections efforts.

**The Challenge:** Time is money, so network up-time and staff efficiency is top priority. Numerous hardware failures, and more importantly improper use of business resources for internet browsing and text messaging were negatively impacting staff productivity. The previous service provider was unable to identify and correct hardware failures in a timely manner. No method of restricting access to unauthorized websites was suggested or instituted.

**The Solution:** More Power Computers designed and implemented a proactive program which included regular preventative maintenance, 24/7 vital parameter monitoring, and security services to prevent unauthorized use of business resources. A firewall device with user-definable URL and web content filtering was recommended. Continuing strategy and planning meetings were instituted to keep the client informed of new technologies and to plan for future growth.

**The Result:** Within ten minutes of installing the firewall device the cause of improper internet usage was identified and the situation corrected. Needless to say management was ecstatic, and greatly pleased with the almost instantaneous results that were derived from MPC's extensive knowledge base and support. Hardware failures have been reduced significantly, and the impact of potential failures minimized due to the rapid response available through the use of automatic detection and prediction capabilities. Based upon improved employee efficiency and added protection, the business owner calculated that the devices and services provided by More Power Computers paid for themselves after just a few months.