



Leaving Break-Fix Hassles Behind:

How SisAdmin Elevated JJ BizWorks with Strategic IT Solutions



Client

JJ BizWorks

Problem

JJ BizWorks faced a turnstile of new engineers with their previous outsourced IT provider. Support was restricted to only fixing when something went wrong. This model, while seemingly affordable, presented risks over time for the business. With no proactive planning and the burden of troubleshooting placed squarely on the employees' shoulders, owners Jill and Juli knew they needed to shift their approach to outsourced IT management significantly.

Solution

To be the best resource for their clients and improve internal efficiencies, JJ BizWorks partnered with SisAdmin to bridge the gap in their strategic IT solutions by remodeling their infrastructure, upgrading internal office applications and cybersecurity competencies.

About JJ BizWorks

JJ BizWorks is a trusted partner with JB Consulting Systems and WithEzz, collectively providing a solution-focused approach to streamline daily business operations by managing human resources, cash flow, accounting, business planning, organizational development, and more.

Caught in the Middle with Reactive IT

JJ BizWorks' atypical IT infrastructure needs to accommodate clients located across the globe. Their clients require secure login credentials and access their protected financial data. It was a system that grew over time and eventually manifested break-fix situations. Due to the IT system complexity, their previous service provider would ask the same basic questions as vendor staff retention dwindled. The company had three different account engineers within a three-year span, which caused the JJ BizWorks team additional stress and worry.

When JJ BizWorks' assigned engineers were unavailable, the IT vendor transferred calls to off-shore IT support resources that could not sufficiently help or solve the break-fix IT issues. In these instances, the JJ BizWorks staff was expected to troubleshoot IT problems themselves, which was above their capabilities, and created a drain on resources and impacting business productivity. Oftentimes, the problems would have to wait until a dedicated engineer was available to solve the issue.

From Last Resort to Proactive Solutions

The reactive IT services provider would not consult with JJ BizWorks about security concerns or infrastructure build-outs.

JJ BizWorks partners Jill Jurvakainen and Juli Bacon, together with Tara Niemela, could see ahead to unfavorable future issues if they couldn't find a partner to help them evaluate and plan a new approach to strategic IT solutions. They didn't have to look far; SisAdmin could end their IT drama. If their break-fix IT vendor was unable to solve an issue, Tara would partner with SisAdmin to solve the problems outside the confines of "fix-only-the-broken" scenarios.

In the past, JJ Bizworks considered SisAdmin, but they went with a cheaper option which came back to bite them. After chatting with SisAdmin about a new approach to their IT, the team at JJ BizWorks felt confident they could move forward, realizing the importance of choosing the right way over the easy way. From that point on, Tara and the team experienced peace of mind with their new dedicated vCIO managing the flow of requests and communications. Best of all, they had a dedicated partner providing them with strategic IT solutions that improved their workflow and security — no more asking the same dead-end questions.

Improved Infrastructure = Improved Productivity

After discussing the issues and business challenges JJ BizWorks was grappling with, SisAdmin recommended a family of Microsoft solutions, including Office 365 and moving the data from an on-premise server to Microsoft's Azure cloud environment. SisAdmin recommended and implemented a solution that meant JJ BizWorks



**" We chose
SisAdmin
because they
keep an eye
on our overall
best interest "**

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big team,
retain their
people and
stay on top of
the latest in
IT security "**

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could continue using both Quickbooks and Quickbooks Enterprise which the JJ BizWorks' CPAs needed.

1. The first priority was to move the data to Microsoft Azure because their previous IT provider was hosting their servers. Without moving them, there was no way for them to access their servers independently.
2. The second step was to perform tech clean up, switching from an older email system to Office 365, granting them access to security features within the Microsoft suite like multi-factor authentication, email phishing alerts, Teams, and more.
3. The final step was to create a custom solution that could move data accurately from either Quickbooks or Quickbooks Enterprise – without the VPN lockout issues common to simultaneously running two very different versions of Quickbooks.

These upgrades allowed JJ BizWorks to access information from anywhere and work more efficiently without compromising security for themselves and their clients.

SisAdmin