

IT Integration & Support: A Leading CPA Firm Partners with Vaco to Execute on Growth Strategy

A leading U.S.-based CPA firm needed an integration team to seamlessly incorporate acquired businesses into its systems. Vaco quickly deployed a team of expert IT consultants to effectively support the firm's aggressive growth strategy, resulting in a 15% improvement in customer satisfaction scores and a 20% decrease in support ticket volume.

CLIENT
\$700M U.S. CPA Firm

SERVICES
Contract Staffing

AREA OF EXPERTISE
Digital Transformation

INDUSTRY
Professional Services

Challenge

A \$700M top 25 U.S. CPA firm urgently sought an integration and deployment team to sustain its aggressive growth strategy of acquiring 8-10 accounting firms per year. Transitioning to a shared services model, consolidating global offices and adhering to location-based requirements were critical objectives. The scope of work included IT service management process improvements, large-scale hardware deployments, continued deskside support and a smooth transition of the acquired firms into the client's Microsoft Azure cloud environment.

Solution

Vaco quickly engaged with the client and established a centralized team of consultants at the firm's headquarters to manage laptop setups across the East Coast. Additionally, we led hardware deployments and re-location efforts for the firm's New York City, Long Island, New Jersey, North Carolina and Florida offices. Over 50 of our consultants successfully supported seven of the firm's acquisitions in one year and ensured continuous exemplary customer service to support the integration of its acquired entities.

Impact

Establishing a partnership rooted in trust, Vaco collaborated with the client to improve the overall quality of service for its acquisitions throughout the integration process. This resulted in increased employee retention and work efficiency, enabling unparalleled service to their client base.

Key outcomes included:

- 15% increase in customer satisfaction scores via improved technical assistance processes for employees.
- 20% decrease in support tickets via implementing a comprehensive knowledge base that improved self-service capabilities, consolidated documentation and accelerated resolution timelines.
- 100% reduction in lost devices (from 20-40 per year to zero) during the engagement by standardizing hardware offerings, scheduling refresh plans, implementing asset barcoding and utilizing FedEx API-based shipment tracking.

Over 50% of CPA firms with \$10M+ in revenue are engaging in outsourcing activities, with nearly 70% planning to increase their outsourcing efforts next year. Additionally, 50% of firms not currently outsourcing said they plan to start next year. – [The CPA Journal](#)