

Case Study

Jackson Hewitt® Tax Service



Customer

Jackson Hewitt Tax Service® is an industry leader providing full-service individual federal and state income tax return preparation through approximately 6,600 franchised and company-owned offices throughout the country.

Challenge

Managing technology for seven Jackson Hewitt locations across the Upstate of South Carolina and northeast Georgia requires a sound and reliable infrastructure. Lately, they had been experiencing problems with keeping their virtual private networks (VPNs) connected to their main office. A VPN provides remote offices/users with secure access to their company's network. Additionally, they had a single master server where they stored all of their critical data (including their client data), and they were growing increasingly concerned about the stability of the server and their ability to perform consistent back-ups. Over time, it became obvious that if their single server went down, they could lose client data and may be forced to spend thousands of dollars for new equipment.

Solution

After searching for more than a year for a solution they felt confident in, Jackson Hewitt found Green Cloud Technologies. Understanding Jackson Hewitt's need for a more reliable environment, Green Cloud recommended its Virtual Server solution. Not only does this solution provide the company with a much-needed stable, redundant server environment that is managed and maintained by Cloud technology experts but it also brings a high level of confidence to their entire office. Green Cloud's Virtual Servers, which run on an industry-leading network, are backed-up real-time and monitored 24x7x365, ensuring availability and security of their critical client data.

And Green Cloud is providing reliable VPN services so that all of their remote offices have direct access to their data. By moving these VPN connections to the Green Cloud network, Jackson Hewitt no longer has to rely on slow connections that were all that had previously been available in their area – all offices now have VPNs directly back to the server, offering a more reliable multi-site configuration for the company.

With Green Cloud's Virtual Server, Jackson Hewitt no longer has to worry about the possibility of their server going down or their back-up failing. They are now assured that their mission-critical data is always secure and always available. And, equally as good, they know they will not have to spend thousands of dollars to achieve this peace of mind.

"Green Cloud has been a pleasure to work with every step of the way. They were able to analyze my infrastructure and recommend technology solutions to solve my problems. Transition was simple. They have continued to be incredibly responsive throughout the transition, ensuring that all systems work seamlessly. I sleep so much better at night knowing that they are maintaining my mission critical equipment. I highly recommend Green Cloud."

Scott Patterson

Technology Coordinator, Jackson Hewitt Tax Service



GoGreenCloud.com