



# FIBER INTERNET: HOW ITS **INCREASED WORKER** **PRODUCTIVITY BY 20%**

## 5 Minute Read

When a company's internet service doesn't have the bandwidth to handle a sudden surge in business, everything grinds to a halt. That was the problem facing De Joya Griffith LLC, a Las Vegas-based accounting firm with offices in New York, Chicago, India, and China.

"Quite often we get client QuickBooks files of 15 to 20 MB. But sometimes we get client files of 100 MB. You would click on it, and then you would have to wait two or three minutes for it to open up. There were some tasks that would literally take half an hour," said Jason Griffith, CPA. "It was like a step back into the 1990s."

As projects became delayed and began to pile up, the backlog had a cascading effect, jamming up their offices around the world.

"Our offices in India and China would just complain about how slow everything was running. If they didn't have sufficient internet bandwidth, then they wouldn't get the project to us on time. We had employees saying: 'Hey, give me the tools so that I can do my job.' The internet we had was completely insufficient," Griffith said.

## The High Cost of Slow Internet

The problem was more than just a logistical nightmare. It also caused considerable monetary losses for the accounting firm. Because of the time wasted waiting for documents to upload, download, or synchronize, Griffith estimates that it took an average of 20% more labor to complete each project.

That added labor cost took a painful bite out of their bottom line. "Because of these inefficiencies, they were spending about 20% extra time per project. We're talking about an extra couple of thousand dollars per job or engagement," Griffith said. "So we decided that we needed to get better internet."

## The Right Internet Solution for Every Office, from Local to International

The accounting firm faced a unique challenge: finding an internet solution that worked not only for their headquarters in Las Vegas, but also their remote offices in Chicago, New York, and overseas. They tried to discuss the problem with Cox and other big internet providers, but couldn't get the answers they needed. "Some of those might have worked for our home office, but they were irrelevant for our faraway offices," Griffith said.

Then they met with Intelligent Technical Solutions, a fiber internet provider headquartered in Las Vegas. ITS offers fully-managed, cost-effective fiber internet with speeds up to 1 Gbps, and guaranteed 99.999% uptime. Even better, ITS solved De Joya Griffith's international problem using remote access.

"When we sat down with ITS, they immediately addressed the problem. I was completely blown away," Griffith said.

## More Than Internet: Priceless Business Advice



"I thought it was going to be a ten minute conversation, and it turned into two hours on the whiteboard talking about all of our top issues. Some of the issues had nothing to do with internet. But they were bottlenecks for our company. We talked through everything with ITS, prioritized the issues, and just boom, boom, boom, we addressed each one of them," Griffith said.

Just a few years before, the accounting firm had started out as a single office with 15 people. But they had grown quickly, and didn't yet have a solid foundation to support the technology needs of multiple remote offices. The advice provided by ITS soon laid the groundwork for the accounting firm's technology strategy.



***"They are technical people, and they understand. They helped us put processes in place so that we didn't go crazy! They were obviously willing to help us grow."***

***~ Jason Griffith***

## **Internet Problems Solved**

Switching to fiber internet was surprisingly easy. "In the transition, there were no hiccups. ITS set it all up in our Las Vegas office, so that people in our other offices could connect to our server using a remote desktop. In essence, they were working off of our computer screens in Vegas, even though they were sitting somewhere far away," Griffith said.

After that, the complaints about slow internet simply vanished. What had once been an expensive logjam of delayed projects quickly transformed into a smooth-running operation.

"Before fiber internet, we had to sit and wait for the files to open up. Once we got fiber internet from ITS, there were no more complaints. We were able to get things done more quickly. In hindsight, had we had ITS earlier, we wouldn't have had that issue. No question," Griffith said.

## **ITS: Your Local Las Vegas Internet Provider**

Since making the switch, Griffith has come to value the personal attention to detail that ITS provides, along with the advantages of working directly with a local provider.

"My experience has been that they do whatever it takes to get the problem solved, and they follow up with you to make sure. I also like their team approach. When I call them, the people I talk to always know everything about my situation. I don't have to start over from scratch," Griffith said. "I feel like they aren't so much a fiber internet company as a business partner who happens to provide internet. I can't imagine working with a better company."