

solutions that work

HIGH PERFORMANCE VIRTUAL SYSTEM

BY UPDATING THEIR SYSTEM, MELLOTT & MELLOTT HAS
BOOSTED PRODUCTIVITY & INCREASED MOBILITY.

CASE STUDY

Mellott
& Mellott
CERTIFIED PUBLIC ACCOUNTANTS
Trust & Tradition

EXECUTIVE SUMMARY



DILEMMA

Mellott & Mellott was having trouble with an underperforming virtual desktop. Their current IT vendor was not delivering the help they needed.



SOLUTION

Emerge rolled out a successful three phase solution to migrate data centers, conduct a pilot program, and then make the full switchover.



RESULTS

The new system worked flawlessly, just in time for the busy tax season. Now Mellott & Mellott can trust that their system will work as it should.

A FAMILY-OWNED BUSINESS WITH A STRONG REPUTATION

Mellott & Mellott, a family-owned CPA firm with a history dating back to 1956 takes pride in their first-class service. Their team of 40 associates serves non-profits and high net worth individuals throughout

Cincinnati. Reliable technological resources are crucial to their operation. They need to perform at their best to maintain their hard-earned, solid reputation.

TOOLS NOT KEEPING UP

After working with Emerge IT a few years ago, Mellott & Mellott tried another provider. One day, the New Business Development Department from Emerge decided to check in and see how things were going. Spencer, the sole IT employee with Mellott & Mellott had a mess on his hands. He told Emerge that the company was really struggling with productivity thanks to a severely underperforming virtual desktop. A properly configured and updated virtual desktop should have made things easier, by allowing him to make any changes to the system in just one place, and allow team members to access the same information seamlessly, from anywhere.

That simply wasn't the case. To make matters worse, the company that had set up the the service was dismissive of the problems.

Emerge IT met with Spencer and the firm's owners. He knew that abandoning the virtual desktop system for physical PCs would be a logistical nightmare for him to handle alone. Upon looking into the issues, Emerge discovered a woefully outdated and dysfunctional system. They were using version 5 of VMware Horizon View; which at the time, was two versions behind. Mellott & Mellott had missed out on several updates and were working on an unsupported infrastructure. That meant that even the vendor couldn't help them. Meanwhile, their servers were arranged in sub-optimal configurations, hamstringing their productivity and mobility.



“The whole team at Mellott & Mellott is grateful that they can count on their systems to work...”

DEVELOPING A PLAN

The executives at Mellott & Mellott wanted to preserve the integrity of their family name. They needed a system that would work flawlessly for them and their clients. They saw that Emerge truly listened to their needs so, together, they developed with a three-phase plan.

Phase one was to migrate all of Mellott & Mellott's virtual workload to Emerge's data center. For phase two, Emerge sought to prove their solutions with a pilot project. Their plan was to show Mellott & Mellott how much more smoothly they could work and serve their clients with a reliable, updated system. With tax season ahead, every minute mattered.

Emerge upgraded everything from Windows 7 to Windows 10, and worked with the application vendors to right-size the services and implement best practices. Then they executed an elaborate testing plan together with vigorous validation over several months of testing. Emerge verified all aspects of performance, demonstrating the value of their methods. They successfully proved that their applications could perform on the Virtual Desktop Infrastructure (VDI) as well as on physical workstations.

It was on to phase three: Mellott & Mellott made the full switch to the solutions and services put in place by Emerge in January 2017 -- just in time for the busy tax season.

SUCCESSFUL TAX SEASON

That tax season went smoothly, and things have continued humming along ever since. Now able to count on the VDI, the firm eliminated all need for physical workstations on the premises. Everyone uses a virtual desktop, and there are no issues. The current version of VMware Horizon View gives them flexibility, scalability, mobility, agility, and a consistent experience.

The whole team at Mellott & Mellott is grateful that they can count on their systems to work, knowing an expert, responsive partner has their best interests in mind. Their reputation as a top-notch CPA firm remains intact.



Emerge
1895 Airport Exchange Blvd, Suite 170
Erlanger, KY 41018
859-746-1030



www.emergeits.com

ACHIEVEMENTS



UNDERPERFORMING VIRTUAL DESKTOP

Mellott & Mellott was really struggling with productivity, thanks to a severely underperforming virtual desktop



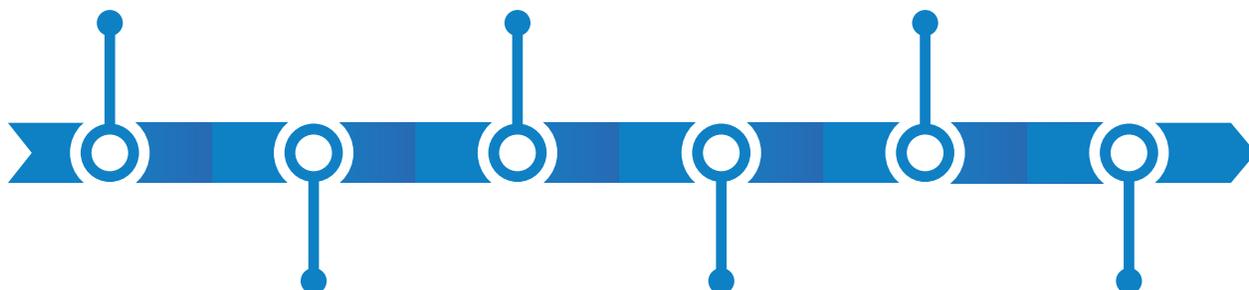
DEVELOP A 3-PHASE PLAN

Migrated data centers, then conducted a pilot project, before making the full switch



SUCCESSFUL ROLLOUT

Now able to count on the VDI, the firm eliminated all need for physical workstations on the premises



CURRENT VENDOR WAS NO HELP

To make matters worse, the company that had set up the the service was dismissive of the problems



SWITCHED TO EMERGE

Mellott & Mellott made the full switch to Emerge in January 2017 -- just in time for the busy tax season!



HAPPY WITH THEIR DECISION

The whole team at Mellott & Mellott is grateful, knowing an expert, responsive partner has their best interests in mind