# Fifth Point Enterprises, Inc.

Lexington, KY and Winchester, KY

Payroll, Bookkeeping and All Things QuickBooks

www.fifthpoint.net

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>
> **Wanda Green**
> President, Fifth Point Enterprises, Inc.
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## About Fifth Point Enterprises, Inc.

Fifth Point Enterprises Inc. has been providing Consulting, Training, Bookkeeping and Payroll services since 1995. We work with retail businesses, construction/contractors, architectural/engineering firms, landscaping, insurance and consulting firms, technology businesses, professional service providers, and nonprofits.

## Remote Access Challenges

Our challenges with accessing Clients' computers remotely have been significant. We started with Remote Access through QuickBooks. It worked OK, but frequently had problems to the point that we had downtime in which we could not access our Clients' computers to take care of their bookkeeping and payroll, and/or to assist them with the QuickBooks software. This was a serious problem. However, it can be a challenge setting up a remote access software in Indiana, or Florida, or Georgia, etc. So we stuck with QuickBooks Remote Access until they terminated their services.

From there, we went to a leading remote access vendor, it worked fine most of the time-usually stable. However, obtaining technical support was a challenge. In addition, their rate structure was designed so that we paid for each individual computer to which we had access. We were constantly adding new computers/clients, and dropping clients who no longer needed our assistance through a remote connection. So multiple times a month I would have to go online and change my plan in order to accommodate the addition or deletion of a computer. There were also instances where all or most of the computers to which we had linked would fall offline. That was a difficult situation, because our clients rely on us to prepare their payroll, pay their payroll tax liabilities, file the federal/state/local taxes in a timely fashion. We could not have "down" time.

## How Did We Find And Select RemotePC?

One morning I went online to change my current remote access plan because I needed to add another computer. When I logged into their system, the rate I was expecting to see was about $200 for the month. However, the price listed was almost $800 for the month. I thought there must be a glitch in their database. Somehow, the rate had quadrupled. I knew there was a mistake. I called them, and after waiting for over 1 hour to speak with a human, I was told that there was no mistake. The remote access vendors had been acquired and their rates had increased for everyone.

I spoke at length with a person who kept leaving the line and coming back many minutes later. He said that he would send me a proposal with a reduced rate that day. The proposal never came. I called back. I reached another person. That person said that he could cut my rate in half, to only $400 per month (for connections to 20 computers). Because I was desperate and could not afford down time in which we were not connected to our clients' computers, I agreed. The caveat to this agreement was that if I added, deleted or switched any

computer on the existing agreement, the contract would be void and we would go back to the $800/month for 20 computers.

I immediately started searching the Internet for other providers of remote access software. After reading the reviews, talking extensively with possible providers, we decided on RemotePC. The move to RemotePC was not only about the cost of the service (which ended up being around $800 for up to 100 computers for TWO YEARS!), but also the fact that I could connect and disconnect to various computers without having additional costs or having to change my plan each time. The reviews that I read made the move to RemotePC even more inviting. I saw very positive reviews from existing clients, and after having used the product for about 2 months now, I see why the reviews were so positive and I agree with them 100%. The support from everyone with whom I spoke at RemotePC was another reason why we moved to their product. I have been able to speak with humans each time I have had a question. I also downloaded a user's manual which has been very helpful.

## The Result Of Moving To RemotePC

We have only positive things to say about our experience with RemotePC. It has been so good, that we have recommended the product to our clients for their own personal use. The pricing was incredible, so I am saving a ton of money and have a superior product ($750 for 2 years for access to 100 computers thru RemotePC, as opposed to $800 per month for 20 computers with a leading competitor). The performance is excellent, transferring files is simple, and tech support is available each time I have called. The product is simple and easy to use, and performs better than we had even expected. Our company has plans to grow significantly over the next few years. RemotePC has increased that growth potential and has lowered our monthly expenses significantly. We are so glad that we were pushed into changing companies. We were a bit like the frog that you place in a pan of cold water on the stove and gradually, slowly increase the heat. The frog just stays there because he really doesn't notice the pain because it is increased so slowly. We were content and unaware when we were using the other competitor. Our move to RemotePC opened our eyes to the fact that we were paying way too much for the services we received, AND we now have a superior way to access our clients' computer, at a lower rate, and we have much better access to tech support. We are happy!

RemotePC Team Case Study:

**Fifth Point Enterprise, Inc.** Certified QuickBooks ProAdvisors

By: **Wanda Green**, President

Signup today! See how RemotePC can help your business.

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