

## ALCALA Consulting Provides 'Flawless' Service Accounting Firm Benefits from Paperless Technology, System Monitoring

### Challenge:

- Wanted a Laserfiche® system
- Needed comprehensive backup and monitoring of IT infrastructure

### Solution:

- Hired ALCALA Consulting, Inc.

### Results:

- Prompt upgrades and service to Laserfiche as needed
- 24/7 IT service and support

The Mission Viejo, California certified public accounting firm of Letwak & Bennett was devastated by an office fire that claimed countless irreplaceable documents. Once the smoke had cleared, partner Steve Bennett knew the firm had to look into a paperless system, and find a consultant that would help them make the right decisions on the best equipment for their needs.

"We had three IT companies that we used for different things, but now we were ready to find someone else who could help us make sure that we never went through that misery following the fire again," Bennett said. "That's how we found Marco Alcala. We looked at other companies as well, but the advantage that Marco had was experience working with CPA clients. ALCALA Consulting had an industry expertise that none of the other companies had."

ALCALA specializes in accounting, legal, and financial services firms seeking document management systems to reduce time wasted looking for paper-based documents, and to secure client files. The company installed a Laserfiche® system for Letwak & Bennett that met their needs, and remained with the firm to manage their I.T. infrastructure.

"For the past two years ALCALA has worked to update the system and keep it current. We've had no problems at all since the installation," Bennett said. "If I had to describe the process of working with Marco and ALCALA Consulting, Inc., I would call it flawless, as good as it gets."

