

CASE STUDY

Six Years of Seamless IT Strengthened Ellis Financial Planning's Growth

Responsive support, secure cloud services, and reliable systems empowered long-term operational confidence.



Unlimited IT Support Coverage



Instant Recovery With NGBackup



18 Minutes Average Issue Resolution Time



Tier 4 NGCloud Hosting

Overview / Summary

Ellis Financial Planning turned to NetGreene Solutions for a dependable partner to handle its business technology needs.

Over the past six years, the firm has relied on NetGreene's team to provide responsive support and comprehensive IT coverage, ensuring issues are addressed quickly and without disruption to daily operations.

With services including NGCloud, NGBackup, multi-factor authentication, Trend Micro protection, and managed VoIP, NetGreene delivered both security and stability.

This combination of reliable support and secure infrastructure allowed Ellis Financial Planning to focus on serving clients while operating with confidence in its technology foundation.



"Everyone on their staff is always so helpful and quick to resolve any issues or needs we have. I would recommend them to anyone looking for IT needs for their business."

Patti Sheppard, Ellis Financial Planning

Business Challenge & History

Ellis Financial Planning needed technology that could support its operations without creating delays or distractions.

- The firm required a reliable partner to manage day-to-day IT issues quickly and effectively.
- Protecting sensitive financial data meant adopting secure cloud hosting and backup systems to prevent disruptions or loss.
- Leadership sought an ongoing relationship with a provider capable of adapting to evolving technology needs over the long term.

Strengthen Business Stability With NetGreene's Proven IT Partnership

Discover how NetGreene delivers trusted solutions that protect long-term growth.

[Get Help Now](#)

The Solution

Ellis Financial Planning partnered with NetGreene Solutions to establish a resilient, secure technology foundation aligned with their long-term firm needs.

- **Comprehensive IT Support**

NetGreene provided unlimited IT assistance, resolving requests quickly so staff stayed focused on clients. This consistent responsiveness removed day-to-day tech burdens and streamlined internal workflows. The firm gained clear escalation paths for anything urgent or complex.

- **Secure Cloud and Backup**

With NGCloud hosting and NGBackup in place, core systems ran on enterprise-grade infrastructure with rapid data recovery safeguards. These layers protected sensitive financial information and reduced exposure to downtime. The environment remained centrally managed for easier administration.

- **Enhanced Protection and Communication**

Security controls combined multi-factor authentication and Trend Micro endpoint protection to strengthen access and vulnerability. NetGreene's managed VoIP improved reliability and functionality for client communications. Together, these capabilities delivered confidence in daily operations without adding complexity.

A Partnership That Delivered Reliability and Protected Critical Data

Ellis Financial Planning's experience shows how NetGreene Solutions combines responsive service with secure infrastructure to strengthen daily operations and safeguard sensitive information.

- **Consistent operational support:** Unlimited IT coverage kept systems running smoothly and allowed staff to stay focused on clients.
- **Secure, future-ready foundation:** NGCloud, NG Backup, and advanced protections positioned the firm for long-term stability and confidence.

The Benefits or Outcomes

The partnership with NetGreene Solutions delivered measurable improvements for Ellis Financial Planning's operations and client service.

- **Greater operational confidence:** With responsive support and unlimited coverage, the firm no longer worried about interruptions slowing down their work. Staff gained peace of mind knowing issues were addressed quickly and effectively.
- **Stronger security and continuity:** Through NGCloud, NGBackup, and advanced protections, Ellis Financial Planning ensured sensitive financial data remained safe while also maintaining continuity in daily operations.

Going Forward

Looking ahead, Ellis Financial Planning remains committed to NetGreene Solutions as a long-term technology partner. With proven reliability and secure infrastructure already in place, the firm is positioned to grow with confidence while continuing to protect client data and maintain uninterrupted operations.


Solutions Deep Dive

- **Reliable IT Support**

Ellis Financial Planning gained unlimited IT coverage that resolved issues quickly and reduced the pressure on staff. This consistency allowed the firm to maintain daily operations without disruption and keep its focus on client service.
- **Cloud Hosting and Backup**

By adopting NGCloud and NGBackup, the firm secured enterprise-grade infrastructure with reliable recovery safeguards. These solutions ensured that sensitive financial data stayed protected while also delivering peace of mind around continuity.
- **Security and Communication**

With multi-factor authentication, Trend Micro protection, and managed VoIP, NetGreene strengthened both defenses and client interactions. This blend of tools created a trusted technology foundation that supported growth while minimizing risks.

 (888) 912-4963

 netgreene.com