

BAKER TILLY WINDSOR LLP

Managed Services Case Study

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OVERVIEW

Baker Tilly Windsor LLP, a regional accounting firm based in Windsor, Ontario, is a proud member of Baker Tilly Canada, one of the largest accounting cooperatives in the country. With over 100 team members, Baker Tilly Windsor provides specialized accounting, tax, and advisory services to businesses and individuals in the community.

THE NEED

In a fast-paced industry, Baker Tilly Windsor requires secure, reliable IT systems to handle sensitive financial data, meet complex regulatory requirements, and deliver timely client services. Seamless collaboration and communication among their team are critical to maintaining trusted client relationships and ensuring operational efficiency.

NEXT DIMENSION'S CX-FOCUSED PARTNERSHIP:

For over a decade, Next Dimension has provided Baker Tilly Windsor with comprehensive Managed Services and connectivity solutions, ensuring operational excellence and enabling growth. With a strong emphasis on customer experience (CX), Next Dimension delivers:

Proactive IT Management:

Continuous monitoring and maintenance to minimize downtime and optimize system performance.

Cybersecurity Solutions:

Advanced protections to secure sensitive data and ensure regulatory compliance.

Responsive Support:

Fast, expert help desk services to address day-to-day technical challenges.

Scalable Connectivity:

Flexible IT solutions that adapt to Baker Tilly's growing team and evolving business needs.



THE IMPACT

Next Dimension's managed services enable Baker Tilly Windsor to:

Focus on Core Services

Freed from IT management, the firm's professionals can dedicate themselves to delivering exceptional client services.

Enhance Efficiency

Reliable systems support seamless workflows and effective collaboration.

Adapt to Growth

Scalable IT solutions facilitate onboarding new team members and expanding service offerings through acquisitions.

Maintain Competitive Edge

Access to cutting-edge technology and expert IT guidance ensures Baker Tilly stays ahead in the market.

CONCLUSION

The partnership between Baker Tilly Windsor LLP and Next Dimension demonstrates the power of aligning technology with business objectives. By emphasizing superior CX and delivering customized IT solutions, Next Dimension supports Baker Tilly's commitment to excellence, empowering them to thrive in an ever-evolving industry.