



Accounting Firm Stays Productive During Tax Season With Proactive IT

Fast responses and seasonal planning help maintain productivity during peak times.



CLIENT: DePaola, Begg & Associates, P.C.



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LOCATION: Hyannis, Massachusetts

INDUSTRY: Public accounting and business advisory

SERVICES: Tax planning and preparation, bookkeeping, consulting for individuals and businesses

Executive Summary

DePaola, Begg & Associates, P.C. needed dependable IT support to protect employee productivity, especially during high-volume tax seasons. iMedia Technology met that need by managing all IT issues proactively, offering responsive service, and checking in ahead of deadlines to avoid slowdowns.

CHALLENGES

- Needed to avoid downtime that would interrupt productivity
- Required a partner who understood the urgency of tax season
- Wanted responsive support to address issues immediately
- Looked for proactive check-ins before peak workload periods

iMedia's Approach

iMedia supported the firm's fast-paced environment with consistent availability and pre-season planning.

Key Actions

- Handled all IT operations to reduce internal workload
- Scheduled proactive meetings before tax season to confirm readiness
- Provided near-instant responses when any IT issue occurred

THE SOLUTION

- The iMedia team took full ownership of IT needs across the firm
- Support requests were addressed in seconds, not hours
- Service was structured to support a volume-driven workflow without delay



THE RESULTS

- The firm stayed productive even during its busiest times of the year
- Staff could stay focused on client work rather than IT
- iMedia became a trusted part of the firm's ability to operate without interruption

Need tech support that keeps your business moving during critical periods?

iMedia Technology delivers fast response and proactive service so you stay productive.

[Contact us](#) to get started.


CLIENT TESTIMONIAL



"The real advantage working with iMedia is employee productivity. We are volume driven – so if people are sitting around the work isn't getting done. iMedia takes care of all of our IT needs so we don't have to. They meet with us prior to tax season to make sure all is going well. If we do have an issue, it isn't 2 seconds and they are there to figure out what is."

— DePaola, Begg & Associates, P.C



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