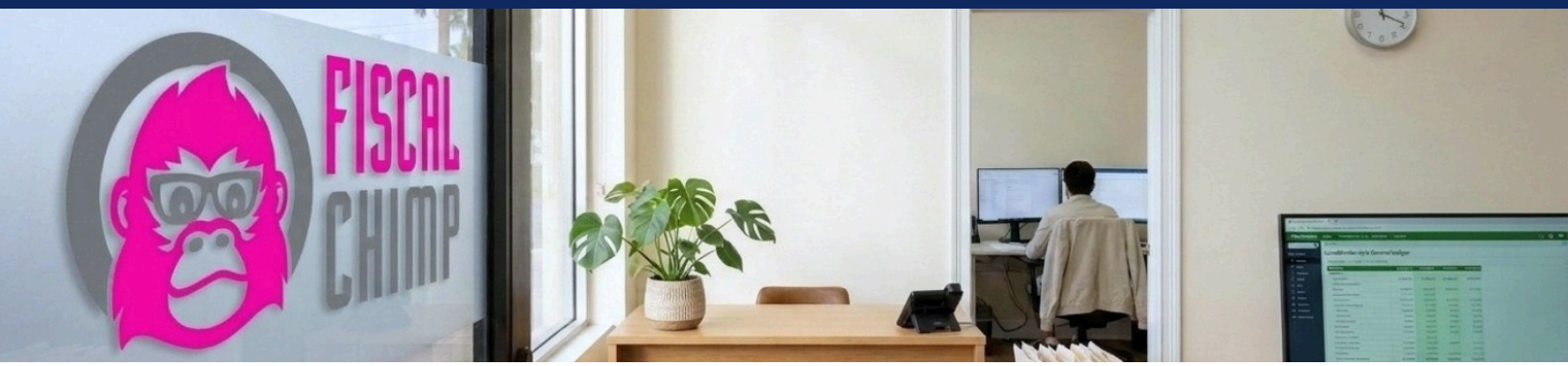
Two Weeks for a Callback During Tax Season. FiscalChimp Moved Its Server to GiaSpace Instead.

The Fort Lauderdale accounting firm was going fully remote while its IT provider let software break and support requests sit for days. Rob Giannini visited the office and offered to host the firm's server in GiaSpace's data center.



THE SHORT VERSION

FiscalChimp Accounting, a small business accounting and advisory firm founded in Fort Lauderdale in 2018 as Kimcox Accounting, was growing fast and moving its whole team to remote work. Its IT provider could not keep up: software broke, systems went down, updates were missed, and callbacks took days. During tax season, one request took more than two weeks and several follow-ups to get an answer. After evaluating several companies, FiscalChimp chose GiaSpace, which moved the firm's server into its data center, kept every machine on the same software, and answered the phone.

AT A GLANCE

CLIENT
FiscalChimp Accounting

INDUSTRY
Small business accounting and advisory

LOCATION
Fort Lauderdale, Florida

FOUNDED
2018

ENGAGEMENT
Began 2023

CONTACT
Chris Cox, Senior Adviser and President

SERVICES
Server hosting and managed IT

2 Weeks
How long one request waited with the previous provider

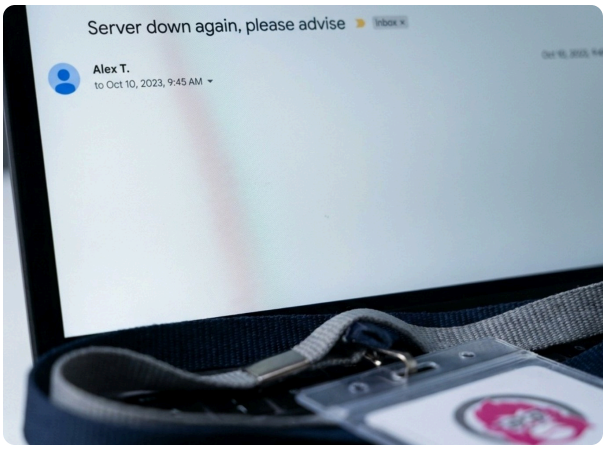
1 Visit
Rob came to the office before FiscalChimp signed

1 Server
Moved out of the office and into GiaSpace's data center

What Happens When Your IT Provider Stops Calling Back?

FiscalChimp handles bookkeeping, payroll, tax, and fractional CFO work for small businesses across the country, most of them in the Midwest and South Florida. Every part of that work runs on technology.

As the firm grew and gave up its office for remote work, the gaps in its IT showed. Updates were missed. Systems went down. When the team called for help, the callback took days, and during tax season that cost real time. In one case it took more than two weeks and several requests to get a response at all.



The request that sat for two weeks: a wait a remote accounting firm cannot absorb in April.

01 **Persistent Software Problems**
Missed updates and recurring issues slowed the team down.

02 **System Downtime**
An aging in-office server that the firm's growth had outrun.

03 **Days to Get a Callback**
In tax season, slow responses cost clients.

04 **A Team Going Remote**
Staff in different states needed the same software and access.

A callback that takes days is an inconvenience in July. In April, for an accounting firm, it is lost work and lost clients.

WHY FISCALCHIMP WENT LOOKING

Why Did FiscalChimp Choose GiaSpace?

FiscalChimp evaluated several IT companies. Three things set GiaSpace apart, and none of them was a sales pitch.

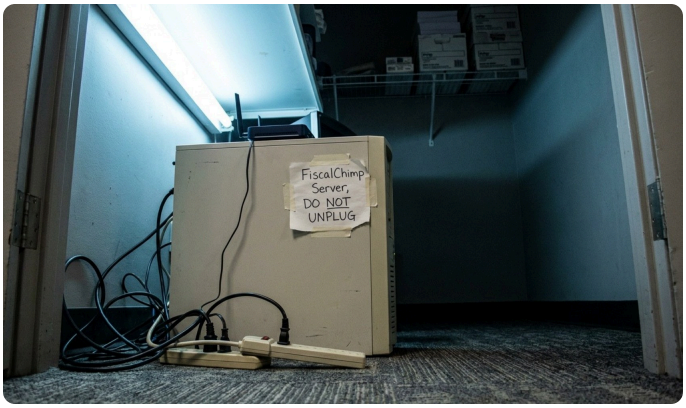
01 · IN PERSON
Rob Giannini came to the office
He learned the firm's needs before proposing anything.

02 · THE SERVER
Hosted in GiaSpace's data center
Managed at a low cost instead of a costly new server.

03 · RIGHT-SIZED
Built to scale with a small business
Not high-end systems a firm that size would never fully use.

What Did GiaSpace Do for FiscalChimp?

GiaSpace took over all of FiscalChimp's outsourced IT. The first move was the server. The rest was keeping a remote team running without the waits.



Before: one server in a closet, and a growing firm depending on it.



After: the same workload in GiaSpace's data center, monitored and updated.

01 · THE SERVER

Moved It to GiaSpace's Data Center

Hosted and managed by GiaSpace. No costly hardware upgrade, and room to grow with the firm.

02 · PROACTIVE MANAGEMENT

Updates Before Problems

Regular updates and infrastructure monitoring replaced waiting for something to break.

03 · REMOTE WORKFORCE

Every Machine on the Same Software

Staff in Florida and the Midwest ran the same software with the same access.

04 · ADVISORY

Advice Without the Upsell

Guidance on updates and new systems, with no pressure to buy what the firm did not need.

The result FiscalChimp reported was simple: requests handled promptly instead of in days or weeks, fewer technical issues, consistent software across the firm, and a team that could focus on its clients instead of on its tools.

A remote firm does not need an expensive system. It needs one server that is looked after, one software image on every laptop, and a phone that gets answered.

THE APPROACH GIASPACE TOOK WITH FISCALCHIMP

What Changed for FiscalChimp

AREA	BEFORE GIASPACE	WITH GIASPACE
Response Time	Days for a callback; more than two weeks in one case	**Requests handled promptly**
Server	In the office, facing a costly upgrade	**Hosted and managed in GiaSpace's data center**
Updates	Missed, with recurring software problems	**Regular, with infrastructure monitoring**
Remote Staff	Inconsistent software and access from one machine to the next	**Every machine on the same software with the same resources**
Technology Decisions	Made alone, or with a vendor's sales goals in the room	**Unbiased advice, with no pressure to buy more**



Work from anywhere only works when someone is looking after the server and answering the phone.

WHAT FISCALCHIMP'S REMOTE TEAM NEEDED

Still Waiting on a Callback From Your IT Provider?



Tell me what is breaking and what you are paying for. A 15-minute fit call is enough to tell you whether your server belongs in a data center and what your support should look like. No pitch.

Book your 15-minute fit call at
gainesville.giaspace.com/schedule-expert-it-support-with-rob-giannini-giaspace-booking
or call (352) 309-2208

ROB GIANNINI, FOUNDER AND CEO, GIASPACE