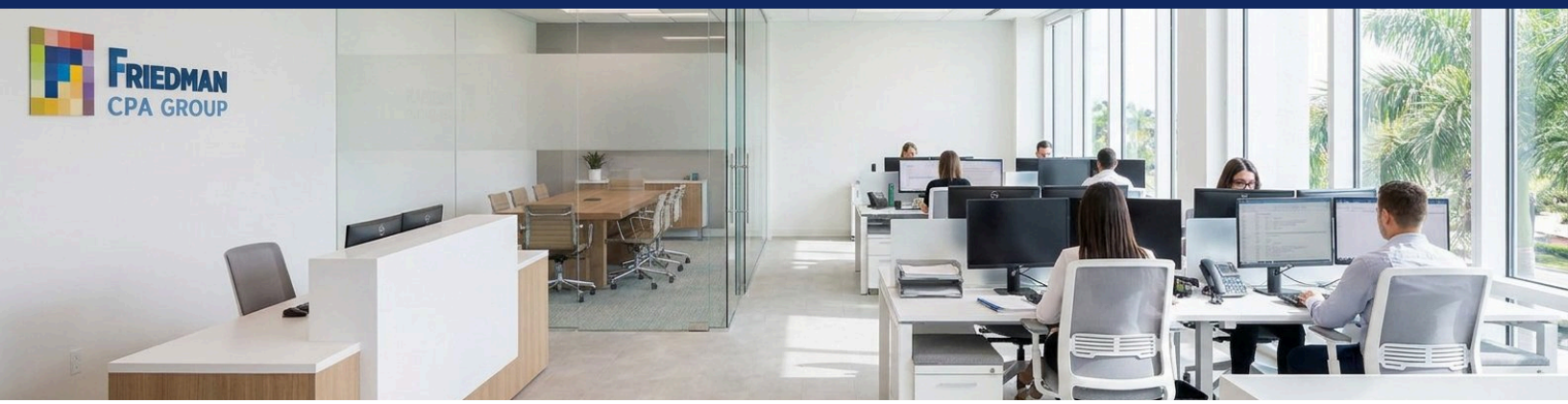
After 25 Years of In-House IT, Friedman CPA Group Handed the Keys to GiaSpace

When the Fort Lauderdale accounting firm's longtime IT administrator retired, it found end-of-life hardware, an aging firewall, and no documentation. GiaSpace rebuilt the network and now runs the firm's IT.



THE SHORT VERSION

Friedman CPA Group, a boutique accounting and consulting firm in the Fort Lauderdale area, had one in-house IT administrator for 25 years. When he retired, the firm hired GiaSpace, its first outsourced IT provider. GiaSpace's assessment found hardware at end of life, so it upgraded the firewall, migrated the firm's data, replaced the aging systems, cleaned up the server closet, and documented the whole network.

AT A GLANCE

CLIENT
Friedman CPA Group

INDUSTRY
Accounting and consulting

LOCATION
Plantation, Florida

CLIENT SINCE
2022

CONTACTS
Ron and David Friedman

SERVICES
Managed IT and cybersecurity

25 Years
Of one in-house IT administrator before GiaSpace

2022
GiaSpace became the firm's first outsourced IT provider

7 Services
From help desk to offsite backups, under one provider

What Happens When Your Only IT Person Retires?

Friedman CPA Group serves business owners and individuals across the United States and abroad, with tax, audit, and advisory work that cannot afford a down week. For 25 years, one in-house administrator kept the firm's systems running. Then he retired, and the firm learned what that knowledge had been covering for.

Managing principal Ron Friedman and his son David, who heads the firm's technology group, had never used an outsourced IT provider. GiaSpace's assessment found four things that needed to change before anything else.



The handoff: 25 years of knowledge went into the documentation instead of out the door.

01 **End-of-Life Hardware**
Servers past vendor support, with a failure likely soon.

02 **An Aging Firewall**
Open ports on a network holding clients' financial data.

03 **A Cluttered Server Closet**
Years of additions with no labels and no map.

04 **No Documentation**
The system lived in one person's head, and he was leaving.

"There was never a happy medium with other vendors until I met Rob."

DAVID FRIEDMAN, HEAD OF THE TECHNOLOGY GROUP, FRIEDMAN CPA GROUP

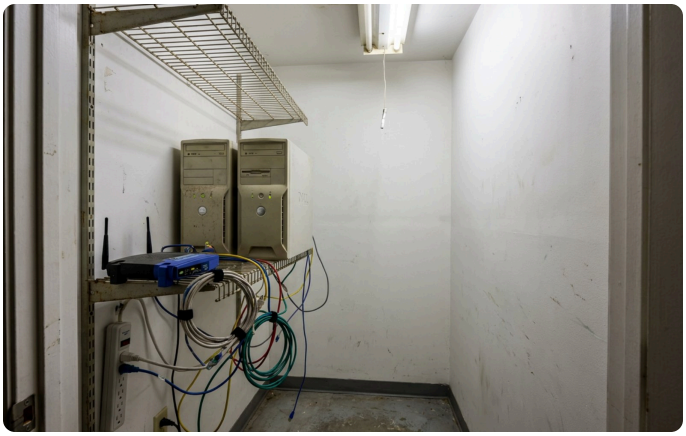
How Did an Accounting Firm Pick Its First MSP?

The way a lot of good decisions get made in South Florida: on a golf course. A friend of Ron's recommended GiaSpace, David did his own research on network administration companies, and the two chose GiaSpace together.

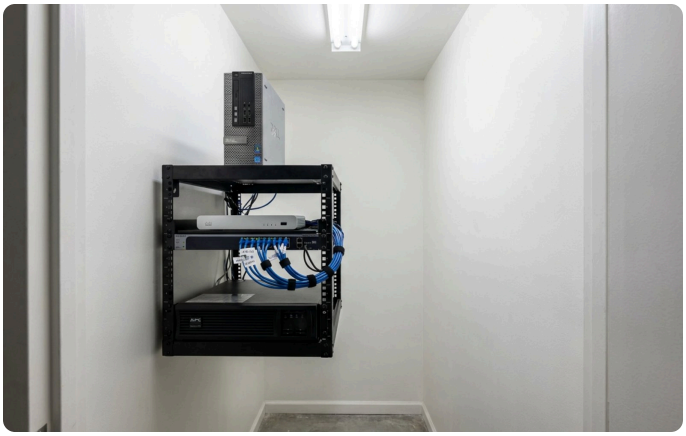
> **"I think it was our relationship that got built with Rob. He shares a lot of the values we share."**
>
> RON FRIEDMAN, MANAGING PRINCIPAL

What Did GiaSpace Fix?

The assessment came first, then the work, in an order that kept the firm running throughout: protect the edge, move the data, replace the hardware, and write it all down.



BEFORE
The closet one person had kept running for 25 years, and nobody else could.



AFTER
A wall-mounted rack anyone can read, with a new firewall and labeled cabling.

01 · CYBERSECURITY

Firewall Upgrade

A new firewall closed every open port and gave the firm cyber protection it did not have before.

02 · MIGRATION

Data Off the Old Hardware

All of the firm's data was moved off the end-of-life systems before any of them could fail.

03 · HARDWARE

Systems Upgraded, Closet Cleaned

Every system was upgraded and the server closet rebuilt so anyone can see what is where.

04 · DOCUMENTATION

The Whole Network, Written Down

The entire system is documented, so the firm's IT no longer depends on one person's memory.

Since the project, GiaSpace has run the firm's day-to-day IT: help desk, cybersecurity, project management, vendor management, network management, offsite backups, and on-site break-fix. In the firm's words, the process from assessment to finished network brought more IT efficiency than it had seen before.

"Listen to Rob. They're really good. They're organized. They make the process easier for you."

DAVID FRIEDMAN, HEAD OF THE TECHNOLOGY GROUP, FRIEDMAN CPA GROUP

What Changed for Friedman CPA Group

AREA	BEFORE GIASPACE	WITH GIASPACE
IT Staffing	One in-house administrator for 25 years	**A managed services team with a help desk**
Hardware	Servers past end of life	**All systems upgraded, data migrated**
Firewall	Aging, with open ports	**Upgraded, every open port closed**
Server Closet	Cluttered and unlabeled	**Cleaned up and organized**
Documentation	In one person's head	**The entire system documented**
Backups	Handled in-house	**Offsite backups managed by GiaSpace**



> **"They've really lived up to every expectation we had. From the handshake to the written contract."**

RON FRIEDMAN, MANAGING PRINCIPAL, FRIEDMAN CPA GROUP



Does Your IT Live in One Person's Head?

That works until it does not. A 15-minute fit call with me is enough to see whether GiaSpace is a good fit for your firm before the next retirement party. No pitch and no pressure.

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