

# Jones, Cochenour & Co Finds Comfort in BSSI .....

## BSSI Makes IT EZ!

With two locations, 60+ employees, 4 partners, an investment firm subsidiary, over 55 active audits and a “go-with-less-paper” project underway, Jeanette Addington, MBA, CPA, CGFM, Managing Partner of Jones, Cochenour & Co (JCC), a certified public accounting firm, has her hands full.

How does she make this all work? “Technology is definitely one of the factors on which we focus in our environment. Let’s face it, if our computers are not working, we don’t have working employees which severely impacts our bottom line and our ability to service clients,” states Jeanette.

**“90% of our day is spent utilizing technology...”**

Pre-BSSI days, JCC was utilizing an internal employee (a staff accountant with an interest in technology) in combination with an outside vendor to support their computer infrastructure. “It seemed like a lot of the subject matter or the issues on which they were working went beyond the knowledge of the internal employee and the vendor didn’t seem to know our business very well or respond to our needs in a timely fashion,” says Jeanette. “Between the time our employees arrive in the morning and leave at night, they will have spent approximately 90% of their day using technology. It is imperative for our computer systems to be up and running error free.”



*“BSSI is an instrumental part of our IT management team and environment. The services are very timely and the BSSI team members are adept to our needs. We quite frankly could not operate our business as smoothly without them.”*

**Jeanette R. Addington, MBA, CPA, CGFM  
Managing Partner  
Jones, Cochenour & Co.**

**([www.JCCcpa.com](http://www.JCCcpa.com))**

## **“BSSI is a stress relief!”**

JCC enrolled in BSSI’s support plan for a number of reasons. Per Jeanette, “To be quite honest, it is just a stress relief for me and the rest of the organization. We are in the business of providing accounting services and we provide those services to the best of our ability. We are very responsive to our clients and all services are supported via technology in some fashion. We rely on our systems to be up and running so we can access our client’s information when we need it. We like the idea of knowing that someone else is constantly monitoring and watching what is going on in our organization’s computer environment. BSSI has the tools and ability to notice immediately if anything is going wrong and takes action. If we did not have such a support plan, an issue may lay dormant for several months but then pop up and be an even bigger issue later. Now we have an immediate response as soon as anything is noticed. The BSSI support plan allows us to have one less thing on our table to worry about... our computer and network environment. With computers being so critical to our organization, there is a real level of comfort knowing that someone else is worrying about those issues for us. That is a plus for all of us.”

## **JCC refers their clients to BSSI for computer services!**

BSSI has received a number of referrals from JCC, which we greatly appreciate. “I wouldn’t hesitate in recommending BSSI to anyone,” states Jeanette. “The quality of the services and the timely responses are absolutely great. We have referred several of our clients to BSSI, which are currently being serviced by BSSI. Our clients are very much satisfied with BSSI. When I go into the field to work, clients always make positive comments about BSSI.”

## **“We are all 110% satisfied!”**

