



## CASE STUDY

# Acadia HR | IT Support That Turns Challenges into Learning Opportunities

Acadia HR needed a trusted partner to tackle unexpected technical challenges while keeping their workflow smooth. Austin from Professional Computer Associates not only resolved the problem quickly but also provided guidance that empowered the team to handle similar issues in the future, creating a stress-free and productive experience.



**CLIENT:** Acadia HR



**INDUSTRY:** Human Resources

**LOCATION:** Red Hook, NY

**SERVICES:** Human Resources, Payroll & Time Management, Benefits Administration, Compliance

## About Acadia HR

Acadia HR designs and delivers solutions that integrate payroll services, human resource management, and benefits administration. Since 1989, they have helped small and mid-sized companies manage critical back-office functions, enabling clients to improve efficiency and grow their bottom line. Their mission is to exceed client expectations with expert HR solutions, cutting-edge technology, and friendly, personalized service.

## The Challenge

Even for a well-organized HR services firm, technical problems can disrupt operations and slow down critical administrative functions. Acadia HR encountered a technical issue that needed both swift resolution and clarity, so the team could continue serving clients without interruption. Additionally, there was a need for guidance to empower the staff to handle similar situations on their own in the future.

## The Professional Computer Associates Solution

At Professional Computer Associates, we focus on both solving the problem and strengthening the client's confidence in handling technology. For Acadia HR, this meant:

- Working directly with the team to identify the root cause of the issue
- Implementing an effective solution tailored to their workflow
- Walking the team step-by-step through the process to ensure understanding
- Providing guidance on how to prevent similar issues in the future
- Turning a potentially stressful technical problem into a smooth, manageable experience

By combining technical expertise with patient, clear guidance, PCA provided more than a fix, it empowered Acadia HR with practical knowledge and confidence to handle future challenges.

## THE RESULT

With Professional Computer Associates' support, Acadia HR now enjoys:

- A resolved technical issue with minimal disruption to daily operations
- Clear understanding and confidence to handle similar challenges in the future
- A reliable IT partner who combines problem-solving with teaching
- Smooth, uninterrupted workflow that allows the team to focus on serving clients

By providing both solutions and knowledge, PCA ensures Acadia HR can maintain efficiency, reduce stress, and continue delivering exceptional HR services.

## What Acadia HR Says About Professional Computer Associates

“Thank you for figuring out the problem and resolving it. Always comfortable to work with PCA and Austin this time to resolve challenges. Also provides opportunity to learn and work through simple issues in the future.”

— Joan Whitman, Acadia HR



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