



CASE STUDY

Anthony Buzzeo CPA | IT Support That Stays Until the Job's Done

When Anthony Buzzeo CPA needed reliable help resolving an issue with their engagement setup and shared scans folder, Professional Computer Associates was ready to step in. Robert, one of PCA's dedicated technicians, didn't just offer quick fixes, he followed the problem through to the end, ensuring everything worked perfectly and that the client could get back to business without interruption.

CLIENT: Anthony Buzzeo CPA



INDUSTRY: Accounting and advisory services

LOCATION: New York, NY

SERVICES: Advisory Services, Financial Reporting, Tax Planning and Return Preparation, Estate and Fiduciary Planning

About Anthony Buzzeo CPA

Anthony Buzzeo CPA provides accounting and advisory services for a diverse range of clients. Their team supports key industries including real estate, municipal and non-profit organizations, as well as small to mid-sized corporations and high net-worth individuals. With a reputation built on accuracy, trust, and hands-on expertise, ABCPA understands the value of reliable systems that keep client information flowing smoothly.

The Challenge

In a busy accounting environment, seamless file sharing and engagement workflows are essential. When ABCPA encountered technical issues involving their engagement setup and scans folder, it created unnecessary slowdowns and potential confusion for the team. The problem required not only technical know-how but also careful attention to ensure the fix aligned with their daily operations.

The Professional Computer Associates Solution

At Professional Computer Associates, we believe great IT support goes beyond simply "checking the box." For ABCPA, this meant:

- Methodically identifying the root cause of the engagement and scans folder issues
- Adjusting configurations to ensure proper functionality
- Verifying that all connections were working correctly
- Double-checking workflows and access permissions to prevent future issues
- Seeing the problem through from start to finish, ensuring staff could use their systems seamlessly

By combining technical expertise with attentive, hands-on support, PCA ensured that ABCPA could confidently manage their engagement and scans folder, minimizing disruptions and giving their team peace of mind.

THE RESULT

With Professional Computer Associates' help, ABCPA now has:

- A fully functional engagement setup and scans folder, optimized for daily workflow
- Smooth, dependable file sharing that supports their accounting operations
- Confidence that their IT partner will stay with them until every issue is truly resolved
- More time to focus on clients and less on troubleshooting technology

By combining technical expertise with dedication and follow-through, PCA helped ABCPA maintain the efficiency and reliability their clients depend on.

What Anthony Buzzeo CPA Says About Professional Computer Associates

"Robert did a very good job helping us with engagement and with the scans folder. It's nice to see that a tech takes the time to see the problem all the way through."

— Anthony Buzzeo, Anthony Buzzeo CPA

