

The Ayn Rand Institute Finds Expert Experience At A Consistent Monthly Price With Accent Computer Solutions

CASE STUDY

"I consider Accent my strategic partner."

- Julie Ferguson, VP of Administration, Ayn Rand Institute



Julie Ferguson
VP of Administration



About The Ayn Rand Institute

The Ayn Rand Institute is a 501(c)(3) nonprofit organization designed to promote the philosophy of Ayn Rand, which she named Objectivism, as well as increase the readership of her books. They reach out to the community through programs like free book to teacher programs and some of the largest essay contests in the world. They give out more than \$80,000 annually to high school and college students. ARI recently celebrated its 25th year in business.

Location: Irvine, CA

Website: www.aynrand.org

An Experienced Team Needed

Accent came highly recommended from a former associate to Julie Ferguson, the VP of Administration at the Ayn Rand Institute (ARI). Their company size and the distance between office locations had proven to be an IT challenge in the past. The needs of the networked firm with a branch office grew and they needed someone who had the experience necessary to network the entire organization into one system.

"I have to say, having Accent's All-In service is such a relief because I know that it's not just monitoring - it's everything. And when we need someone out here ASAP, it happens."

Finally, No Surprise Charges

The Ayn Rand Institute quickly found out that Accent's All-In program really does mean all-inclusive. They had experiences in the past with IT companies whose service agreements really meant "mostly all-in" They don't get that with Accent. Coverage and pricing are clear, allowing for clear budgeting. "I know exactly what it will cost me each month," says Ferguson, "and if we need any large projects done, they are separately quoted, performed, and billed."

Technical Support With A Personal Touch

From the beginning, ARI was impressed by Accent's personal approach to service. Ferguson was "blown away that the entire team came here to speak to the staff and management and answer questions."

Ferguson also enjoys that Accent has no problem assisting any member of ARI with their technical support issues. "We have a variety of end users, as many companies do, who range from having basic computer knowledge to the very technically savvy. We have those two extremes and everyone in between, and Accent is there for us for all of those people."

"It's a great relief to me to know that we have people 24/7 and I can just call someone at Accent and they're on it."

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