

The Louie Lucero Team Understands Investment in Qualified Information Technology Specialists

CASE STUDY



Louie Lucero, President
Athena Lucero, Office Manager



About The Louie Lucero Team

The Louie Lucero Team is a small family-run mortgage loan business located in Sierra Madre, California. They specialize in mortgage loans for home purchases, as well as refinancing. They also represent buyers in purchasing homes.

Location: Sierra Madre, California

Website: www.LouieLuceroTeam.com

"If we not had Accent and our systems in tact, we wouldn't be alive in the industry today"

"When I call Team Accent, someone is working on my issue within minutes."

After experiencing what it's like to hire unreliable technical support, The Louie Lucero Team was impressed with Accent's high level of professionalism, responsiveness, and their ability to effectively advise management with IT decisions.

Enough is Enough

Lucero decided to call Accent after a frustrating incident with their previous IT provider. They were relying on a friend-of-a-friend for their IT needs and their system crashed after hours. Their IT guy showed up that night with his pajama pants under his jeans and was unable to recover a large portion of their data. Since there was only one person working on the job, Lucero was down for an entire week. After this experience, they knew they needed someone more professional, reliable, and capable to manage their systems.

"We had gone through several different IT guys, but we found that having someone part-time was unreliable and we couldn't get the support that we needed"

Not A Moment Too Soon

When Accent first visited Lucero, the technician couldn't believe that the company's system was even able to operate in the condition that it was in. They were missing essential backup components and the old system was not taken care of.

Accent immediately implemented a backup solution as the number one priority. The next step was to completely replace the outdated equipment, but before they could start the upgrade project, Lucero's system completely crashed. If Accent hadn't made data backup the number one priority, Lucero would have lost all of their critical business information. After that experience, Lucero completely turned their systems over to Accent.

"Had I not listened when Accent was recommended to me, I would have lost a decade of information and thousands of dollars"

Team Accent came in and personally broke down Lucero's needs as a small business. They performed a complete discovery and made specific recommendations for their company. Louie Lucero comments, "It was a nice process, especially knowing that we had experts diagnosing our system"

"I don't think any small business today will survive unless they have an IT system and backup in place" - Louie Lucero, President, The Louie Lucero Team

