

Customer Success Story

Customer Success Story: How Ethan Chen Benefited from Working with Northline IT

Client Information

Name: Ethan Chen

Company they worked with: Northline IT

Email: ethan@harborviewaccounting.ca

Service/Product: Managed IT and cybersecurity support for small accounting firms

The Challenge

We had recurring tech issues during peak season. Password problems, slow computers, and Wi-Fi outages always seemed to happen at the worst time. We also worried about phishing and client data security, but we didn't have in-house IT.

The Decision to Work With Us

We picked Northline IT because they offered a clear managed plan and understood compliance needs. Their approach was proactive, not just waiting for something to break.

The Process

They handled the initial setup by standardizing our devices, tightening permissions, and rolling out MFA. After that, support requests were simple. We email or call, and they remote in quickly. Their security checks are what impressed us. They regularly review backups, run updates, and flag anything suspicious. They also trained our team on common phishing examples, which made everyone more cautious.

The Results

We've had fewer disruptions and a lot more confidence around security. When something comes up, it gets fixed fast and we're not scrambling.

Downtime dropped noticeably. In the last two months, we've had zero major interruptions, and typical issues are resolved within 30 minutes. We also reduced password reset requests by about half after the rollout.

Final Words

For any small firm handling sensitive client data, Northline IT is a smart move. It's reliable support without needing a full-time hire.

Their documentation and follow-up are solid. We always know what changed and why, which helps with audits and internal processes.

Want to see similar results? Contact Northline IT to learn how they can help.