

Rosenfelt, Siegel and Goldberg depend on leading-edge technology to deliver superior service to their customers.

Case Study: Rosenfelt, Siegel and Goldberg

The Context

Tax professionals and financial advisors depend on their technology systems to manage information and knowledge, enhance their employees' efficiencies, and deliver superior service to their customers in a precise and timely manner. The latest high-powered workstations and cluster servers allow firms to leverage technology to the fullest.



Partner Marc Goldberg gives us a peek at his impressive "Command Center".

The Client

Based in Bala Cynwyd, PA, **Rosenfelt, Siegel and Goldberg** provide accounting and financial services to individuals and businesses.

The Problem

During Tax-Season the staff at Rosenfelt, Siegel and Goldberg work virtually around the clock, 7-days a week. RSG's dependency on its computer system is ever-apparent during this hyper-critical time period and no, "Downtime is not an option". Furthermore, each staff member runs several specialized applications simultaneously. Serious processing speed and memory is a must here. Ordinary PCs were just not cutting it.

Data Troop Rescues

Data Troop consulted extensively with Marc Goldberg and staff in order to devise a business solution which would offer the highest reliability, storage and raw processing speed.

Key Implementations:

- **Cluster Servers.** Clustering allows servers to work together as one machine, to provide failover capability in the event of a hardware failure and increased availability of applications. For RSG this means applications and customer data will be available when it's needed.



Rack mountable servers save on space and improve airflow.

- **High powered workstations at each desk utilizing dual monitors.** RSG was outfitted with Dell Workstations. Workstations differ from PCs in that they are equipped with almost server class hardware, dual processors, RAID hard drive configurations and a high amount of RAM. Furthermore, dual monitors configured with Windows [extended desktop](#) were installed on each staff members' desk. The extended desktop allows users to view multiple application windows, spreading them across two or more monitors.
- **Elite Care proactive monitoring.** To further protect their technology investment RSG subscribed to [Data Troop's Elite Care Managed Service Plan](#). By enrolling in the Elite Care plan RSG can be assured that they receive proactive service and avoid system failures that lead to a loss in profits.

The Results

Data Troop completely overhauled RSG's Information Technology infrastructure, delivering a complete system offering reliability and efficiency.