

CASE STUDY

Reliable IT Support That Kept a Growing Small Business Running Since Day One

West Paces Advisors needed mission-critical technology support from launch; Network 1 delivered steady operations and trusted responsiveness.

CLIENT: West Paces Advisors



**WEST PACES
ADVISORS**

INDUSTRY: Financial Consulting

LOCATION: Atlanta, GA

SERVICES: Managed IT Services,
Cybersecurity Services

Executive Summary

When West Paces Advisors opened in May 2015, leadership needed an external IT partner they could trust with mission-critical support. As a small business, they depended on reliable computers, stable internet, protected data, and fast help when issues arose. Network 1 became that long-term partner, providing consistent day-to-day support that helped keep operations smooth and confidence high.

Challenges

- Launching a small business required a trusted external partner for mission-critical technology support.
- Daily operations depended on computers and internet working smoothly without constant disruption.
- Leadership needed confidence that sensitive business data was being protected as the firm grew.
- When issues surfaced, the team needed quick, reliable support from experienced IT professionals.
- With limited internal resources, any technology failure risked slowing client service and productivity.

Solutions

- Since opening in May 2015, West Paces Advisors has maintained a long-term, trusted IT partnership.
- Computers and internet run more smoothly, reducing day-to-day friction for the business team.
- Leadership gained confidence that data protection remained part of the firm's ongoing support model.
- When issues arise, the business can rely on quick, experienced assistance to restore stability.
- Network 1's consistent service helped create peace of mind around mission-critical technology needs.

Network 1's Approach

Key Actions

- Network 1 engaged as an outsourced IT partner from the firm's opening in May 2015.
- The team provided ongoing day-to-day support to keep core business technology functioning reliably.
- They helped maintain dependable computer and internet performance across everyday operations.
- Network 1 supported data protection needs to reduce risk for a small, advisory-focused business.
- When problems arose, they responded with experienced service to resolve issues quickly.

Solutions

- A managed support model gave the business consistent external IT coverage without building in-house staff.
- Proactive attention to workstations and connectivity helped stabilize the tools employees used every day.
- Data protection support addressed a core business need and reinforced confidence in outsourced IT.
- Responsive troubleshooting provided a reliable path to resolve disruptions before they affected operations.
- Long-term partnership continuity ensured support aligned with the firm's needs from day one.



“West Paces Advisors has been with Network 1 since we opened our doors in May 2015. As a small business, finding the right external partners to provide mission critical support has been paramount. From the everyday things like making sure our computers and internet run smoothly to protecting our data and providing quick, reliable, experienced service when issues arise, Network 1 delivers time and time again.”

Andrew Crews

Make IT Support a Strength

If your business needs dependable day-to-day IT support and responsive service, Network 1 is ready to help.

[Get Help Now](#)

 [404.999.3504](tel:404.999.3504)

 network1consulting.com