CASE STUDY / FINANCIAL MANAGEMENT

From Lost Files and Unreliable Computers to Technology They Can Count On

How a Michigan financial management firm eliminated daily IT frustrations, gained dependable access to more than one million files, and built a trusted technology partnership lasting over a decade.



1M+ files Accessible through File Explorer	24/7 security Endpoint and Microsoft 365 monitoring	Since 2014 Responsive, long-term IT support

The challenge: A business held back by its own technology

When Leet Services began supporting the firm in 2014, employees were working with mismatched, aging computers, inadequate screens, unreliable email, and generally poor infrastructure. Critical documents lived on an unreliable local hard drive without dependable backups. Files had been lost, and there was no practical remote access to office documents.

The firm also lacked centralized computer management and reliable IT support. Slow systems, unresolved problems, and uncertainty over data protection caused persistent employee frustration. For a business built around sensitive client information, the risks extended well beyond inconvenience.

The solution: Fix what hurts today, modernize for tomorrow

1 | Build a dependable foundation

Leet Services replaced the computers, standardized the environment, and installed server infrastructure to stabilize everyday operations. Employees gained dependable people to contact by phone or support email, plus onsite help whenever an urgent issue, replacement computer, or warranty repair called for it.

2 | Make a million-plus documents accessible without sync headaches

In 2018, Leet Services migrated the firm's files to Microsoft SharePoint and retired the local file server. With more than one million files, traditional OneDrive synchronization proved unreliable in this environment. Rather than accepting the crashes and disruptions, the team tested alternative approaches and selected a SharePoint drive-mapping solution.

Employees could then browse and access the cloud library directly through familiar Windows File Explorer, without having to sync the entire collection to each computer. The firm gained reliable remote access to its working documents without depending on a conventional VPN.

3 | Strengthen security without complicating the workday

Leet Services moved email to Microsoft 365, implemented Entra ID and Intune for centralized computer management, and added layered security: 24/7 managed detection and response for endpoints and Microsoft 365, endpoint detection and response, multifactor authentication, Microsoft 365 hardening, AI-powered email filtering, cloud backups, vulnerability monitoring, and local administrator controls.

4 | Take ownership of the everyday details

Cloud-managed printing and scanning removed another recurring source of friction. Leet Services also coordinated the technology side of an office remodel and later relocation, handling wiring, equipment setup, and a modern conference room installation. The client had one partner to call instead of having to coordinate the technical pieces alone.

The results: Less frustration, more confidence

BEFORE	AFTER
Unreliable computers and email; lost files with no reliable backups; slow access and no remote file access; inconsistent support.	Standardized and managed systems; dependable cloud file access; layered cybersecurity and backups; responsive remote and onsite support.

Over time, IT complaints largely disappeared. Employees stopped expecting technology to fail or slow them down. When the occasional issue arose, they knew help was a phone call or email away, with onsite support available when needed. The firm could focus on serving clients instead of managing technology problems.

A relationship earned through service and communication

The firm has worked with Leet Services since 2014. Across major technology changes, a remodel, and an office move, the most important constant has been service quality: clear communication and a team that reliably shows up when needed.

> **“We are never switching away, ever. Please don’t die.”**

Your employees shouldn’t have to fight their technology. Leet Services helps businesses replace unreliable IT with secure systems, dependable support, and a technology partner who takes responsibility for the whole environment.

Contact Leet Services to discuss your IT challenges.