



**SECUREWON**  
Protecting Possibilities



## CASE STUDY

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Pozerski Hatch & Company, P.C. (PH&C) had spent years on a one-person IT setup, which had served them well up until it eventually struggled to keep pace with their growing needs. They turned to SecureWon for a more scalable and proactive technology partnership. Through a comprehensive technology assessment and a full rollout of Secure Automate, we modernized their environment from the ground up.

## Accounting Firm

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Pozerski Hatch & Company, P.C. (PH&C) is an accounting firm founded by Traci and Michelle, whose professional journey began as Bentley University roommates in 1991 and continued for 14 years at a leading regional advisory firm before launching PH&C in 2020. With accuracy and client trust at the core of their work, the firm needed reliable, modern IT support to replace the outdated, reactive setup they had outgrown.

### Challenges

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Before partnering with SecureWon, PH&C relied on a single long-time IT contact whose support model the firm had outgrown. Their environment was reactive, with issues only addressed when something went wrong, leaving the team without the proactive maintenance and monitoring, or guidance, they needed.

Much of their equipment was home-grade and couldn't be managed in the cloud, limiting visibility and making everyday operations more work than they needed to be. Even more concerning, they lacked essential cybersecurity protections, which left sensitive financial data exposed in today's threat landscape. PH&C needed a strategic partner who could modernize their systems and strengthen their security.





## Our Solution

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We began our partnership with PH&C by conducting a detailed technology assessment that covered cybersecurity posture, device health, network infrastructure, enterprise equipment, and overall technological alignment. This gave us a clear picture of where the firm stood and the gaps that needed to be addressed.

From this, it quickly became clear that PH&C would benefit significantly from Secure Automate, our Infrastructure-as-a-Service (IaaS) platform designed to deliver scalable, enterprise-grade IT to growing firms.

## Through Secure Automate, we:

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- **Deployed** a next-generation firewall security appliance to immediately strengthen perimeter security.
- **Implemented** Secure SIEM and Secure XDR to provide 24/7 monitoring, threat detection, and rapid response.
- **Installed** Cisco Meraki switches and access points, giving the firm a secure, cloud-managed network with full visibility and remote manageability.
- **Replaced** outdated machines with modern end-user devices, improving speed, reliability, and the overall employee experience.

These improvements were all bundled with our managed IT services – including continuous monitoring, security updates, patching, and a responsive helpdesk – which shifted the firm from reactive troubleshooting to a fully managed, proactive technology environment.

With Secure Automate in place, PH&C now had the enterprise-grade platform, cybersecurity protections, and reliable support they needed to operate at their best.

## Positive Results

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The shift from a one-person IT setup to SecureWon's fully managed, enterprise-grade environment delivered immediate and lasting benefits across the organization:

### **Greater Efficiency & Faster Performance**

New end-user devices and a cloud-managed network significantly reduced downtime and daily disruptions. Staff now work more efficiently, free from the delays caused by outdated equipment.

### **Stronger Cybersecurity & Continuous Protection**

With Secure SIEM and Secure XDR in place, PH&C now benefits from robust, proactive security that monitors, detects, and responds to threats 24/7. Sensitive financial data is better protected than ever before.

### **Improved Reliability & Reduced Troubleshooting**

Modernized systems and proactive maintenance have drastically cut the need for emergency fixes, allowing employees to stay focused on client work without technical interruptions.

### **A Proactive Partner for the Future**

Through ongoing account presence and strategic guidance, PH&C now has a clear roadmap for continually strengthening their IT, improving their security posture, and ensuring their technology scales with their business.



**"Knowing that we have SecureWon as a partner, that they're always monitoring our environment, that our machines are always up to date, and that we are secure, gives us piece of mind."**

**Christopher Ernest | Partner & Shareholder  
Pozerski Hatch & Company, P.C.**