



CASE STUDY

EG Conley, P.C. | 20+ Years of IT Partnership

For over two decades, EG Conley, P.C. has relied on enkompas to provide comprehensive IT support. What started as a break-fix relationship has grown into a full partnership, covering everything from help desk support to security monitoring and infrastructure audits.

CLIENT: EG Conley, P.C.



INDUSTRY: Accounting, Business Consulting

LOCATION: Pittsburgh, Pennsylvania

SERVICES: Tax Services for Individuals and Businesses, Services for QuickBooks

About EG Conley, P.C.

EG Conley, P.C. is a well-established accounting and business consulting firm based in Pittsburgh, Pennsylvania. With a wide range of clients and complex IT needs, the firm relies on robust IT systems to support its operations. They sought a partner capable of handling day-to-day IT support, monitoring systems continuously, and maintaining security and compliance across their infrastructure.

The Challenge

Over the years, EG Conley, P.C. faced common challenges for organizations managing complex IT infrastructure:

- Reliance on reactive break-fix support without long-term strategy
- Ensuring security and compliance across all systems, including servers, PCs, and network devices
- Managing user access, phishing awareness, and periodic audits
- Maintaining uptime and performance across hardware, switches, security cameras, and internet devices

They needed a partner who could evolve with their technology needs, offering both hands-on support and strategic guidance.

The enkompas Solution

enkompas transitioned from providing basic break-fix services to offering a comprehensive IT partnership tailored to EG Conley, P.C.'s needs:

- **24/7 Help Desk & Monitoring** – supporting all systems from servers to user workstations
- **Security & Compliance** – including vulnerability testing, audits, and phishing campaigns
- **Infrastructure Management** – covering hardware, switches, security cameras, and network devices
- **Proactive Guidance** – ongoing recommendations to improve IT performance and resiliency

By taking a proactive, holistic approach, enkompas became an embedded part of the organization, not just a vendor.

THE RESULT

EG Conley, P.C. now enjoys:

- A trusted IT partner with a long-term relationship spanning 20+ years
- Full visibility and management of infrastructure, security, and compliance
- Peace of mind with proactive monitoring and support
- A partnership that evolves with their technology and business needs

Through enkompas, the firm has moved beyond reactive IT troubleshooting to strategic, reliable, and comprehensive IT support.

What EG Conley, P.C. Says

“We have partnered with enkompas for twenty-plus years for all aspects of our IT. The relationship has grown from a ‘break-fix’ vendor to a trusted partner who monitors and supports all aspects of our infrastructure.

Services include help desk, monitoring, back-up, security training, phishing campaigns, hardware support of all servers, PCs, switches, security cameras, and internet devices. In addition, we undergo periodic audits and vulnerability tests to help ensure the security of our network.”

— Jeff Conley, Chief Operating Officer, EG Conley, P.C.



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