



I.T. MATTERS, INC.

CASE STUDY

# Tax Credit Connection Chooses I.T. Matters For All Their IT Needs



We know that any time  
of the day or night,  
there's someone there  
that's got our backs.”

Ariel Steele | Owner & President  
Tax Credit Connection, Inc.



[www.itmattersinc.com](http://www.itmattersinc.com)



**Tax Credit Connection, Inc.** has supported land conservation since its start as a company in 2003. Based in Loveland, Colorado, they partner with Colorado and New Mexico landowners that have donated a conservation easement on their property, which helps them turn their tax credits into cash.

*“We take care of all the transaction details so landowners can focus on their land.”*

**Ariel Steele**, Owner & President of Tax Credit Connection, Inc.

The work that Tax Credit Connection does is highly dependent on their IT systems—that’s why they rely on I.T. Matters, Inc. to keep them operational, secure, and productive.

## I.T. Matters Eliminated Tax Credit Connection’s IT Bottleneck

However, prior to partnering with I.T. Matters, Tax Credit Connection struggled to keep their IT optimized. Without a reliable IT support team, it was up to Ariel to try to fix their problems, but she had neither the experience nor the time to do so effectively.

This arrangement caused Ariel to be a bottleneck for the organization’s IT issues; by hiring an outsourced IT services company, the intent was to remove IT from her workload.

That’s why they hired I.T. Matters. With our help, Ariel doesn’t have to worry about IT anymore. She and the Tax Credit Connection staff know that they can call I.T. Matters with any and all IT issues—big or small.

*“We know that any time of the day or night, there’s someone there that’s got our backs.”*

Ariel Steele

# I.T. Matters Helps Tax Credit Connection's Global Team Stay Connected

With a team of four, Tax Credit Connections has two team members in Colorado and two in the Philippines. This arrangement makes IT a critical part of their daily operations.

Team members need to be able to communicate with one another seamlessly, and share and access data without delay. That requires properly maintained communication and cloud solutions.

The I.T. Matters team ensures that Tax Credit Connection's staff can stay productive while communicating and collaborating with one another from either side of the world. We have deployed and carefully manage a robust cloud environment, along with user-friendly communication solutions.



## I.T. Matters Goes Beyond Basic IT Support

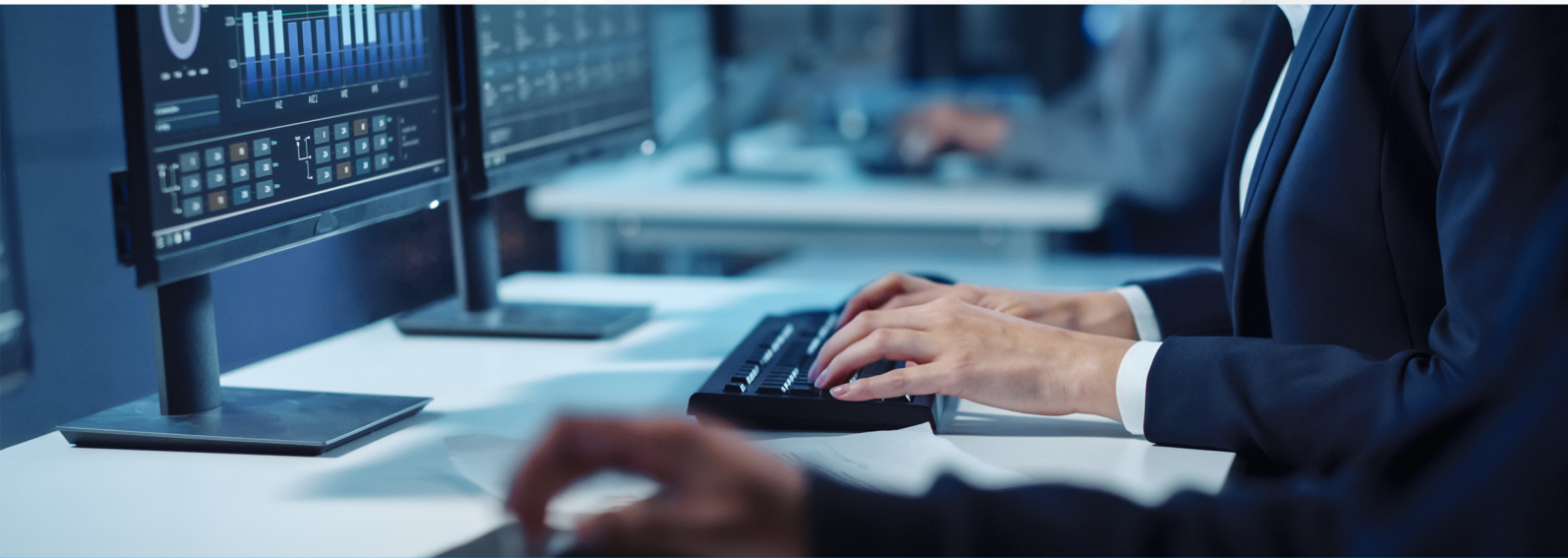
In addition to solving IT problems as needed, I.T. Matters offers comprehensive support and management for all things IT. Our team takes responsibility for each and every aspect of Tax Credit Connection's IT environment.

For example, Ariel had problems dealing with RingCentral's customer service. When we came on as Tax Credit Connection's IT partner, we took over the management of their IT vendors, including RingCentral.

Ariel had no idea that I.T. Matters would take care of these issues—she assumed she would be the contact point for all vendors. However, as their IT partner, we're careful to assume responsibility for each and every aspect of their IT management.

**“I was really excited and surprised to find out how much I.T. Matters does and what else they can do.”**

Ariel Steele



## Tax Credit Connection Knows That I.T. Matters Has Their Backs

**“I just can't recommend them enough. It's taken a huge weight off of us.”**

Ariel Steele

With our support, Tax Credit Connection is confident that they will be able to provide the highest quality of service and support to its customers. I.T. Matters is committed to providing its clients with the best possible IT solutions. We will work closely with Tax Credit Connection to ensure their needs come first.

**“This may be overkill, but 24/7, there's someone there that's got our backs.”**

Ariel Steele