NexGen
TECHNOLOGY SERVICES

CASE STUDY

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VARGAS & ASSOCIATES

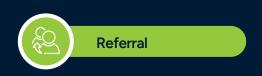**Vargas & Associates P.S.**

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What was the primary challenge or opportunity your business was facing before you started working with NexGen?

▷ At the time, our current tech provider was difficult to reach and didn't provide services in a timely manner.

What were the specific pain points or areas of concern related to this challenge?

Because of delayed response times, the day to day operations were not as efficient and affect production and billing.

How did you hear about NexGen?

Referral

What other solutions did you consider before choosing NexGen?

Software supported subscriptions

What were the key factors that influenced your decision to choose NexGen?

Comprehensive services, numerous techs available, clear communication and defined plan to solve issues. Security.

What specific features or aspects of NexGen have been most valuable in addressing your challenge?

Service requests provided in a timely manner, high level of security for us and our clients. Professional and well educated techs.