Morton AIR CONDITIONING
Fixed right. Right away.

Morton Air Conditioning has providing heating, air conditioning, and indoor air quality services to homeowners and businesses in the Clarksville, TN area for 45 years. The company uses Intuit's QuickBooks to handle accounting, customer service management, dispatching, time tracking, material and equipment purchase tracking, parts acquisition and receiving, project estimates, and billing.

In the past, Morton AC situated those key software systems on in-house servers and handled most IT requirements using contract services, but those arrangements were costly, difficult, and exposed Morton Air Conditioning to the risk of natural disasters or IT crashes.

That's when Morton AC's general manager, Neal Morton began investigating cloud-based, as-a-service application hosting from Cloud9 Real Time. After evaluating a number of cloud hosting companies, focusing mainly on those certified by Intuit to host QuickBooks, Neal selected Cloud9 Real Time. He liked Cloud9's experience and capabilities, and the company's willingness to provide cloud hosting scaled to meet the needs of smaller businesses.

Growing in the Cloud

Neal is happy with the service and support his company gets from Cloud9 Real Time.

His team uses the Cloud9 automated system to handle most routine support requirements. If a more complicated issue arises, they call the live support desk for quick and helpful assistance. Application updates and other system

> "We had a lot of trouble keeping our on-site servers up and running. It was expensive and I worried about how a natural disaster or an IT crash would affect our business. Cloud9 Real Time put our data and key applications in the cloud, so we have consistent backup, constant availability, and far more affordable support."
>
> ~Neal Morton - General Manager
> Morton Air Conditioning

maintenance procedures are typically scheduled for nights or weekends to avoid downtime or business interruptions. Looking to the future, Neal plans to move even more key activities to a cloud-based infrastructure. The company currently gives about 6 managers and accounting staff access to As-a-Service applications. When he extends his Cloud9 service contract, he plans to make all office personnel cloud-enabled users.

The Challenges

- Had expensive, hard to maintain on-site servers.
- Wanted more secure and convenient access to key data and software.
- Hoped to protect the business from natural disasters or system failures.

Cloud9 Success Strategies

- Moved key applications and data to a hosted cloud environment.
- Now enjoys secure anywhere/anytime access to critical business information.
- Saved time and money on IT maintenance and equipment.
- Protected the business from natural or system disasters.