

Austin Associates

Moving IT Management to the Cloud - and Giving Leadership Time Back

CASE STUDY | FULLY MANAGED IT SUPPORT & AZURE VIRTUAL DESKTOP

THE OUTCOME

For Austin Associates, moving to the cloud was about more than replacing servers. It was an opportunity to simplify technology management, create a more consistent experience for employees, and remove IT responsibilities from firm leadership.

With Dirigo Technology managing the environment and Microsoft Azure providing the underlying platform, Austin Associates has a technology foundation designed to support the firm's needs today while providing flexibility for continued growth.

At a Glance

Client	Austin Associates
Primary Contact	Jeremy Marchessault, CPA & Partner
Service	Fully Managed IT Support & Azure Virtual Desktop
Employees Supported	Approx. 30
Critical Migration	Migration to Azure Virtual Desktop
Dirigo Contact	Nick Knowlton
Core Value in Action	Lead the Conversation

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Since 1950, Austin Associates, P.A. has served their clients with a tradition of quality accounting and advisory services. Their down-to-earth accountants from three office locations stay well ahead of the industry to provide expert accounting services.

The Challenge

Austin Associates had historically operated on traditional on-premise server infrastructure, with much of the firm's technology environment managed internally by Jeremy Marchessault.

As both a CPA and partner in the firm, Jeremy found himself spending increasing amounts of time managing technology instead of focusing on clients and the business. Supporting individual computers, maintaining applications, managing users, and coordinating updates across multiple systems had become an unnecessary distraction from his primary responsibilities.

With approximately 35 employees relying on technology and specialized accounting applications every day, Austin Associates needed a more centralized and scalable approach. Jeremy reached out to Dirigo Technology for a trusted technology partner who could take responsibility for day-to-day IT support and provide a clear path to fully cloud-based services.

The Solution

Dirigo Technology developed and implemented a cloud-first strategy built around Microsoft Azure and Azure Virtual Desktop.

The project migrated Austin Associates from its legacy on-premise environment to Microsoft Azure-hosted server infrastructure and a centralized virtual desktop platform. Instead of maintaining applications and configurations across dozens of individual computers, applications can now be managed and deployed centrally through the virtual desktop environment.

Dirigo also assumed responsibility for the firm's ongoing IT management and support, giving Austin Associates access to an experienced technology team for day-to-day support, infrastructure management, security, and future planning.

The Results

The transition fundamentally changed the way Austin Associates manages technology. Jeremy no longer needs to serve as the firm's day-to-day IT administrator or spend his time troubleshooting computers, deploying applications, or managing individual user environments.

- Centralized application deployment and management
- Reduced reliance on individual workstation configurations
- Secure access to applications and company resources from virtually anywhere
- Reduced dependence on physical on-premise server infrastructure
- A scalable cloud platform designed to grow with the firm
- Professional day-to-day IT management and support
- More time for Jeremy and the Austin Associates team to focus on clients and the business

In Their Words

"Great group of IT professionals. We have been using the Dirigo team for our managed services and cloud VDI access since the beginning of 2026 and thus far are very pleased. The outcome Nick, Israel & Trevor provided with the transition to the Azure cloud was incredibly smooth, and their ongoing service is also responsive and very professional. Great to have a team on our side that is a good local company!"

Jeremy Marchessault, CPA & Partner | Austin Associates

"We've established a strong niche in the accounting and CPA space and support several firms using similar infrastructure that has proven both reliable and scalable as their businesses grow. Leveraging cloud-based services like Microsoft Azure helps improve security, reduce infrastructure risk, and create a centralized platform that employees can securely access from virtually anywhere.

We're proud to partner with Austin Associates, a well-known and highly respected firm, and we look forward to supporting Jeremy and his team for many years to come."

Nick Knowlton | Dirigo Technology

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