

## **Quaker Special Risk**

*“We’re very fortunate to have found PROFIT/CS at the very time that we need a team we can depend on for support and quality development work. I definitely sleep better at night knowing that Dave and his team are paying attention to the details that I can’t and don’t have time to keep up with. We don’t need a complete IT staff, but we need good people we can depend on.”*

**Banks Huntley**, Operations Manager, Quaker Special Risk

### **Virus and Application Bug Repair**

A virus emergency brought Quaker Special Risk and PROFIT/CS together. By assessing the situation and acting appropriately, PROFIT/CS got QSR’s computer system back on track and recovered potentially damaged data. Because of the confidence PROFIT/CS gained in their initial emergency project for QSR, a second project was placed in their care. Today, PROFIT/CS works with QSR to optimize processes, address software updates and build application improvements that support the technology needs of QSR’s growing environment.

#### **Issues:**

- Damage incurred by rapidly striking computer virus..
- Unidentifiable application bug and issues invoked by it.

#### **Goals:**

- Identify potential virus problems and prevent further damage.
- Return computer system to working status as quickly as possible.
- Recover vital information jeopardized by the virus situation.
- Troubleshoot and apply fix for Access database process application.

#### **Solutions:**

- Stop penetration of virus and clean up QSR’s systems to get them back on line with minimal downtime.
- Recover data at-risk due to the virus.
- Analyze Access database and identify application bug.
- Apply appropriate fixes and repairs for the virus and the application bug.

#### **Value-Adds:**

- QSR found a team of experts they can trust with information vital to their business.
- Tremendous increase in productivity with properly working application.
- Staff confidence was restored in the QSR Access database application.
- Minimal down time suffered during virus crisis.

**Quaker Special Risk (QSR)** [\[www.qsr-insurance.com\]](http://www.qsr-insurance.com) has been helping insurance agents and brokers throughout the US develop unique insurance coverages for their clients since 1960, by creating special programs to fit either an insured’s specific needs or a unique manuscript form as required by state and national trade associations. QSR has several classifications of businesses of coverage and its customer based spans a broad range of industries. QSR has offices prevalently located on the East coast, as well as a national region that covers the remainder of the United States and regions outside of the U.S.