



GLACISTECH
CYBERSECURITY & WORRY-FREE IT

CASE STUDY

How Cornwell Jackson Turned Reactive IT Into a Strategic Business Asset

GlacisTech helped Cornwell Jackson move beyond IT firefighting and refocus on its accounting business.

CLIENT: Cornwell Jackson



INDUSTRY: Accounting

SERVICES: Managed IT Services, IT Consulting & Projects

Executive Summary

Cornwell Jackson needed to move beyond reactive IT support that pulled focus from its accounting business. GlacisTech provided strategic guidance, proactive planning, and cost-conscious support that helped the firm view IT as an asset. The result was a trusted partnership that improved focus, execution, and confidence in day-to-day technology.

GlacisTech's Approach

Key Actions

- Provided strategic IT guidance that reframed technology as an asset to the accounting business.
- Shifted the relationship from reactive troubleshooting toward proactive planning and execution.
- Delivered ongoing partnership and support to help the firm address issues before they disrupted work.
- Focused IT conversations on efficiency, cost-effectiveness, and practical business value.

Challenges

- IT issues pulled attention away from core accounting work and day-to-day business priorities.
- A reactive support model kept the firm focused on putting out fires instead of planning ahead.
- IT was viewed as an operational burden rather than a strategic asset for the business.
- The firm needed efficient, cost-effective support that could reduce internal troubleshooting demands.
- Technology decisions lacked the proactive guidance needed to help work move forward with confidence.

Solutions

- Proactive managed IT support reduced the need for internal teams to troubleshoot recurring issues.
- Strategic IT planning helped the firm prioritize work and get initiatives done without constant firefighting.
- Cost-conscious service delivery aligned IT support with business needs and operational efficiency.
- Advisory partnership gave leaders a clearer way to connect technology decisions to firm priorities.

Results

- Cornwell Jackson moved from putting out fires to planning and completing important IT work.
- The firm gained more capacity to focus on its accounting business instead of IT troubleshooting.
- Leadership began treating IT as a business asset rather than a recurring operational burden.
- The partnership delivered proactive, efficient, and cost-effective support the firm could trust.
- Technology became a steadier foundation for execution, focus, and day-to-day productivity.



“GlacisTech is a true partner for Cornwell Jackson. Their thought leadership helped us think about our IT as an asset and enabled us to plan and get things done rather than putting out fires. They are proactive, efficient, and cost-effective. With GlacisTech, we can focus on our accounting business instead of troubleshooting IT issues.”

- Scott Bates

Managing Partner

Turn IT Into Business Momentum

Partner with GlacisTech to reduce IT distractions and build a more proactive technology foundation.

[Get Help Now](#)

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