QUICK FACTS

Industry: Professional Services

Employees: 500+

Locations: 4 locations + remote employees

Primary Solutions: Managed Services, VDI, Office 365, Service Desk

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Jim Warner , Chief Technology and Security Officer
State Collections

CHALLENGE

In a highly-regulated industry, rolling out new technology takes time and careful planning. Keeping up with technology developments and the communication desires of their constituents - like online chat, email and texting - can often take years. Additionally, the company struggled with managing the technology needs of a high-growth company while staying on budget, remaining compliant and secure.

"Our team is spread across four locations, and we have several remote employees as well. I need to make sure our team is working in an environment that is secure, compliant, and that we have high levels of availability. Downtime is not acceptable in our business."

SOLUTION

Through outsourced network management, flash storage, and cloud applications ITP provides this client with high levels of availability and scalability. VDI and Office 365 allows this fast-growing organization to scale quickly and with minimum overhead. Comprehensive and cloud-based applications solutions allow them to focus on serving their clients all over the nation securely and while remaining compliant. Finally, the ITP onsite engineer deeply understands the work environment and company culture, while serving as a key resource to the internal IT team.

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SUCCESS

In the span of nearly a decade, the company has grown from 100 employees to over 550. Leveraging ITP as a strategic technology partner has allowed the client to proactively manage their network and anticipate the company's growing technology needs. With the support of onsite engineers, the client's internal technology team can then focus on keeping employees productive and secure.

"It is very rare that a managed service provider truly understands our business and industry, and serves us with technology that makes sense for our operations. With ITP, it's not about the newest vendor or shiniest technology, it needs to be a good fit for our business. My ITP contact helps me focus our initiatives based on our current needs and future growth."