

Wall Street Business Makes a Move to Managed IT Services

Providing great IT service takes skills beyond technical ability, such as project management, communication, and the ability to think and act quickly when things don't go as planned.

All these skills became necessary when we were called in to handle the technology needs of a Wall Street firm's move from one Manhattan building to another.

A Surprising Change in Plans

We immediately swung into action to plan their technology move, doing the necessary research to understand, document, label and organize the IT environment at their old offices. Despite our preparation and planning, some issues came up that were out of our control, including hiccups in the lease arrangement at the new building, which pushed the move back by a month.

Every move has a few wrenches thrown in and this one was no exception. Yet, the biggest wrench was the game-changing, last-minute surprise courtesy of our client's local Internet provider.

We had worked with the Internet provider early on to make sure they were prepared with the necessary technical information to get our client's team up and running quickly in the new office. This included confirming the company's new address with them. However, the technician sent on the day of the move informed us that they actually were unable to provide Internet capabilities at the new location. To make matters worse, we called around

to secure new Internet service and learned it would be another 15 days before anyone could get Internet going in this busy Manhattan location.

The Backup Plan

With all office equipment already packed in boxes, there was no stopping this move—Internet or no Internet. So we did what we do best: we quickly launched a Plan B. Our client was able to secure temporary office space within their new building to allow them a place where employees could jointly be online. We then set up a WiFi network using AT&T wireless and Cradlepoint technology. Because our client also has offices in Chicago with whom the New York team needed to share files, we quickly moved their files to the cloud and also had their VoIP provider forward calls to employees' individual cell phones.

Moving Forward

While the plan we created for our client to get through the first two weeks without Internet was not an ideal work situation, it did open their eyes to one thing: **the need for managed IT services** to prevent future potential disasters such as the one they could have faced without our services.

Today, TeamLogic IT is their full-time managed

CASE STUDY

IT service provider, charged with monitoring and resolving all their IT needs, whether on-site or remote. Our local IT team monitors their IT environment around the clock, resolving issues before they become problems, and also providing 24/7 helpdesk support.

We proved the importance of a backup plan when taking on critical projects and the value of truly

understanding all the technologies available to help react quickly in times of need. This Wall Street firm learned some important lessons and now has a better IT infrastructure in place because of it.

Make the move to managed IT services today.

Move forward with **The Color of Confidence**[®].