

CUSTOMER SUCCESS

THE CUSTOMER

This customer is a professional services firm specializing in finance, payroll, immigration, training, and human resources. They are focused on providing ROI based on human capital. They are the largest management consulting company in their area serving over 250 companies.

Since all of their business is reliant on technology, they consider data extremely important not only to keep information secure, but also to continue growing.

THE SOLUTION

After an internal review of what they needed, the customer did some research and found Fully Managed. They liked our client-first approach to business and how much value we could bring, and within 6 months, we were Digital Transformation Partners.

The customer and Fully Managed decided on a hybrid model that mixes our remote IT with their already existing internal IT to allow for their internal team to think big picture while we take care of the everyday aspects. They also moved their on-premise servers to our FM Cloud which satisfies their business partners stringent needs for security, disaster recovery, and business continuity in the case of a natural disaster or cyberattack.



THE CHALLENGE

As the customer continued to grow and adapt, they realized that the local MSP they were using did not support their strategy around technological solutions for the future of their organization.

They maintained all of their servers on site which was a risk to their security and also created a substantial operating cost. It also created an issue for their users and became a selling pain point.

THE RESULT

Becoming a true business partner with Fully Managed has completely changed how the customer interacts with IT. Through a highly proactive Account Manager and a completely transparent documentation system, management is truly able to understand IT and move forward with the growth of the business. Fully Managed's day-to-day involvement is like that of a virtual CIO with FM aiding in reporting, budgeting, and even next generation IT services/business planning.

Switching from a less secure on-premise server to FM Cloud also resulted in a more reliable cost-structure. The customer no longer has to worry about a substantial cost in replacing their server and can scale their cloud infrastructure based on the real time needs of the company. Plus, the customer's users now enjoy a reliable infrastructure that maximizes productivity and secures their data.

