

FINANCE IT SUPPORT CASE STUDY



COVERAGE PLAN

Comprehensive onsite and remote support with 24x7x365 proactive monitoring

COMPANY BACKGROUND

With locations in Chicago, IL and Phoenix, AZ, this investment firm invests in early stage companies with disruptive innovations that can reshape socially important industries such as energy, water, agriculture and waste.

Their goal is to identify exceptionally talented entrepreneurs with the vision, drive and business potential to significantly improve the world and help them realize their dreams by providing capital and expertise. They seek to invest in businesses that over time have the ability to serve large, mainstream markets, but also have a reasonable opportunity to serve customers with solutions that can be brought to market within 3-5 years of our initial investment.

BUSINESS CHALLENGE

This venture capital company's previous IT provider often neglected to resolve urgent tickets on time. This investment firm not only has two locations but was also recently acquired by a German company. Because of this, it is imperative to have efficient and reliable communications between the two locations, as well as with their domestic and international clientele. They needed a company to support their telephony systems and their IT without having to chase them down for proper support.

STRATOSPHERE NETWORKS SOLUTION

Stratosphere Networks was able to provide its new client with the best possible service at a low flat-rate plan, improving response and resolution time, and setting each ticket as a high priority. Although this decreased the need for onsite service, our local and highly skilled field technicians are at the company's disposal should a serious issue arise.

As a part of standard practice, Stratosphere also updated the company's products and equipment and organized remote capabilities for their increasing number of employees. This client is also enjoying the benefits of Stratosphere's proactive monitoring system. We actively monitor their IT and telephony systems so that they can focus on monitoring their own day-to-day operations.

Stratosphere also implemented applications such as Adobe Acrobat 10, Cisco WebEx Connect and Dropbox, further enhancing this investment company's communication techniques and taking their business to the next level.

BENEFITS

Since the Stratosphere Networks partnership, company executives now have peace of mind their IT is always functioning and they will no longer experience daily interruptions to their schedules. The following are some of the services we performed for them:

- ★ Remote 24/7/365 monitoring with standard business coverage and response
- ★ Annual technology plan reviews and disaster recovery planning
- ★ Voice and data provider interface to open and oversee trouble tickets
- ★ Management of assets, cases and licenses
- ★ Implemented new IP telephony phone system allowing remote job sites to communicate more efficiently

