



COMPREHENSIVE IT SERVICES CASE STUDY

Industry: Staffing

IT SUPPORT COVERAGE PLAN

Comprehensive onsite and remote support with 24x7x365 proactive monitoring

COMPANY BACKGROUND

Located in Evanston, IL, this company provides executive recruitment services for highly qualified marketing and quantitative professionals. Their recruiting experts strive to develop long-term relationships with candidates, following them through every phase of their careers and often serving as their primary career advisors. In order to proactively communicate with existing and potential candidates, this company relies heavily on their IT network and Avaya IP Office system.

"WE WERE GROWING AT BREAK-NECK SPEED. STRATOSPHERE WAS NOT ONLY ABLE TO KEEP UP, BUT TAKE ARE BUSINESS TO THE NEXT LEVEL."

BUSINESS CHALLENGE

With only one person in charge of all their IT and telephony needs, more critical issues were arising than being resolved. With the exponential growth that this company was



experiencing, it was clear that their support needed to grow too.

Because they were accustomed to having their technical support in-house but were unable to afford a full in-house staff, it was very important to them to find a support team that was close-by in case onsite work was necessary. While their previous IT person was doing his or her best to meet the company's needs, their staff really needed a group of experts with many years of experience to help their company meet industry standards.

Not only had this company outgrown its IT support, but also its workspace. This recruiting company needed some guidance on the type of space and amenities they should be looking for in order to meet their expanding technical needs.

HIGHLIGHTS

- Low Flat-Rate Plan
- Product & Equipment Updates
- Prioritized Response & Resolution Times
- Onsite & Remote Support for multiple locations
- Customized support that grows with the company
- Both telephony and IT support
- Proactive Monitoring
- Adobe Acrobat 10
- Cisco WebEx Connect
- Dropbox

STRATOSPHERE SOLUTION

Stratosphere 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 helped them to identify and design a new space that would suit their company's needs perfectly. We helped plan their heating, power, data closet, wiring and more!

Stratosphere also implemented applications such as Maxhire and PABXSoft, further enhancing this investment company's communication techniques and taking their business to the next level.

Company reference available upon request*

PARTNER WITH STRATOSPHERE

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

OUR SERVICES

- Flat Rate IT Intro
- Proactive Monitoring
- Backup and Disaster Recovery
- Email/Spam and Content Filtering
- Live Help Desk Support 24/7/365
- Desktop Support
- Server Support
- Enhanced Network Security
- Router Management

OUR SOLUTIONS

- Virtualization
- Citrix for Enterprises / SMB
- Applications
- Hardware
- Hosting Services
- Data Center
- HD Videoconferencing
- Cloud Services
- Colocation Services
- Future Innovation Strategy & Roadmap

Stratosphere Networks is an IT managed service provider focused on delivering comprehensive technology services and solutions that meet and exceed the always-changing, diverse business needs for all types of industries. Stratosphere Networks has continually evolved to meet the growing needs of our clients. Our fully staffed Network Operations Command Center based in Chicago, Illinois provides full maintenance services and support ranging from desktop support, business continuity, disaster recovery, remote and on-site support, proactive network monitoring and ongoing maintenance services.