



HIGHLIGHTS

- Low Flat-Rate Plan
- Product & Equipment Updates
- Increased Response & Resolution Times
- Onsite & Remote Support
- Customized support that grows with the company
- Employee collaboration through mobility
- Avaya IP Office
- Sage Act Pro!
- Google Earth

CASE STUDY: REAL ESTATE FIRM Evanston, IL

IT SUPPORT COVERAGE PLAN

Comprehensive onsite and remote support with 24x7x365 proactive monitoring

COMPANY BACKGROUND

Located in Evanston, IL, this real estate firm focuses on investment, development and management of office, retail, residential and land projects markets throughout the United States. Since its inception in 1993, they have developed several award-winning retail, office and mixed-use commercial projects. In order to effectively communicate with existing and potential clients, this company requires a dependable and proactive support of both their IT and telephone systems.

BUSINESS CHALLENGE

This company's previous IT provider charged hefty sums for service that was far from best-in-class. They often experienced poor response time and slow internet. The equipment and systems their provider had given them were outdated and did not allow its employees to work remotely. In an increasingly virtual business world, this impairment was a significant hinderance to their progress.

Their provider was also unable to provide important services such as proactive monitoring and onsite support. As this real estate company grew, their need for a provider that offered telephony support in addition to IT support became obvious.

Furthermore, with an increasing number of employees and system complexities, they needed to find a local company that could provide onsite support when necessary.



"WITH OUR GROWING NUMBER OF EMPLOYEES, WE WERE HAVING TROUBLE MANAGING OUR CHANGING COMMUNICATION NEEDS. STRATOSPHERE WAS ABLE TO CUSTOMIZE OUR SUPPORT AND GROW WITH US."

THE STRATOSPHERE SOLUTION

Stratosphere Networks was able to provide its new real estate client with the best possible service at a low flat-rate plan, improving response and resolution time. Although this decreased the need for onsite service, Stratosphere's 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. With these updates came the installation of Avaya IP Office, a business telephone system that focuses on employee collaboration and mobility.

Stratosphere also implemented applications such as Google Earth and Sage Act Pro!, further enhancing this real estate 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 that 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.

Live Help Desk: 877.599.3999

www.StratosphereNetworks.com

