



Organization Profile

Benchmarking Partners is an industry analysis, consulting, and software firm that works with buyers and sellers of complex solutions to create and implement new best practices. Since 1994, they have worked with many leading corporations and governmental organizations to accomplish complex objectives.

Benchmarking Partners Decide To Change Their IT Infrastructure To A Fully Managed Outsourced Solution

Challenge

Cameron Hyzer, Chief Financial Officer of Benchmarking Partners, was faced with a serious dilemma. His Information Technology Manager abruptly left the company. This person was responsible for running the daily technology operations. Cameron had to react fast and find the right solution to keep their employees and high profile clients unaffected.

Cameron decided to evaluate three different options: hire a new IT Manager as a replacement, use contractors on a time and materials (T&M) basis, or fully outsource their IT infrastructure.

As he began to evaluate his options, his key requirements were:

- To find a stable, cost-effective solution
- Real-time network monitoring
- Reliable data backup
- Redundant, fault-tolerant infrastructure
- 24 x 7 availability
- Service Level Guarantees.

He contacted some local T&M vendors, explored hiring a full-time employee, and contacted mindSHIFT to explore a fully managed solution. Cameron had been contacted by mindSHIFT in the past, and at the time he didn't envision his employee would ever leave.

Solution

mindSHIFT Technologies offered to manage the day-to-day operations, security, and support of his entire computing infrastructure. More significantly, he took comfort in knowing one vendor would be accountable for ongoing support and any problem resolution. The mindSHIFT solution also gave him predictable monthly fees.

mindSHIFT upgraded Benchmarking Partners internal systems to provide a greater level of stability and replaced their workstations, servers, and firewall. mindSHIFT now provides comprehensive IT support services that include:

“Their proactive management capabilities and 24 x 7 availability made mindSHIFT the obvious choice.”

Cameron Hyzer,
Chief Financial Officer

- Management of servers and workstations
- Management of software applications
- Management and administration of email
- Comprehensive network security
- Virus and spam filtering
- Redundant internet access and wide area networking
- 24 x 7 network monitoring of the entire infrastructure
- 24 x 7 help desk support for all users
- Secure remote access for mobile users and remote offices
- Nightly offsite backup of servers and workstations for complete disaster recovery.

After having his Information Technology Manager exit, he decided he didn't want to be vulnerable to that situation again. He also discovered that time and materials consultants would only catch problems during their visits or if a problem arose. They would not be proactively managing his network 24 x 7 and letting him completely focus on his primary objectives.

Results

Cameron feels finding the right IT Manager candidate was taking up too much time, and even if he found the right person, he'd be vulnerable to turnover again in the future. He takes comfort in the fact that mindSHIFT is monitoring his network and security on a 24 x 7 basis, and that his employees can directly call the help desk when they have a problem.

He also realizes that mindSHIFT has specialists in every critical IT discipline, and with a T&M vendor or internal employee he'd be essentially relying on one person.

Cameron's final assessment is that mindSHIFT will not only improve their IT support, but will provide them with a 25% savings over their previous IT costs.
