



**ZAGWEAR**

## Organization Profile

Zagwear is a promotional products agency that offers a comprehensive approach to the conceptualization, production, distribution and design of standard and custom promotional products, logo'd corporate merchandise, online company stores, and catalog and incentive programs to the Fortune 500.

## Zagwear Selects mindSHIFT to Manage Their Mission-Critical Servers

### Challenge

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Bob Hay, Chief Operations Officer, was faced with finding a flexible but reliable IT solution to manage his mission-critical servers effectively. Due to the nature of Zagwear's clients, he required 24x7 network monitoring and support. With clients like Pepsi, Kraft, Gillette, and Kenneth Cole, they won't tolerate any downtime. In addition, he needed assurances through network reporting that he could extend to his clients on the security and reliability of service.

Bob decided he had to find a Managed IT Solutions Provider that could offer 24 hour support, rather than hire an IT Professional who would be available during the day, but only on-call after hours and weekends to monitor and manage his servers.

As he began his search, his key requirements were:

- To find a comprehensive, proactive solution
- Quick Response Time
- Real-time network monitoring
- Redundant, fault-tolerant infrastructure
- 24x7 availability
- Reporting tools
- Engineer and Product Specialists.

These requirements were critical for his email servers and e-commerce sites. Email is their direct link to clients, and Zagwear's e-commerce clients are entrusting them with their customer data. Having a redundant, fault-tolerant infrastructure was another trait that was critical to Bob.

## **Solution**

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“As our business continues to grow, we need increased reliability from our systems, but we need to balance our needs with the cost which is why mindSHIFT’s new offerings were attractive to us.”

Bob Hay,  
Chief Operations  
Officer

mindSHIFT Technologies offered to manage the day-to-day operations, security and support of the mission-critical servers with the mindPROTECT solution. More significantly, Zagwear took comfort in knowing one vendor would be accountable for the ongoing support and any proactive problem resolution.

mindSHIFT mindPROTECT allowed Zagwear to choose the degree of control over their own IT services. mindSHIFT now provides comprehensive IT support services that includes:

- Monitoring and Reporting
- Trend Analysis and Interpretations
- Virus Protection and Security Analysis
- Troubleshooting and Resolution
- Patch Management and Deployment
- Preventative Maintenance
- 24 x 7 network monitoring of Zagwear’s services
- 24 x 7 support

## **Results**

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Zagwear ultimately concluded that mindSHIFT Technologies provided a cost-effective solution with a secure and reliable service. The mindPROTECT Managed Service gives Zagwear the proactive monitoring and management that he needs to assure his clients their data is secure. The mindSHIFT reports will help him respond to future RFP’s and provide documentation he can share with clients on the reliability of the infrastructure Zagwear is using.

“For the first time, we could supplement our internal staff with the 24x7 capabilities offered by a leading IT outsourcer. This has significantly increased our system performance, without requiring us to eliminate our in-house expertise,” said Bob.