

CLIENT STORY

Gaining Reliable Engineering Support with MicroAge Managed Services



THE CHALLENGE

When a CTO at a SaaS cloud provider reached out to MicroAge, he was only looking for laptop imaging. As it turns out, he was a little overworked, managing a small IT department serving a couple of hundred users, and was also responsible for the organization's cybersecurity. As the keepers of huge amounts of sensitive, proprietary data in a highly regulated industry like cloud provisioning, his hands were full.

After some digging, MicroAge realized that the client was not being well-served by their current services arrangement. Efficiency was out the door with painfully slow response times, offshore support techs who were not qualified for their needs, and answers from Microsoft that would sometimes take a couple of weeks. Being a total technology solutions provider, MicroAge proposed that the organization could benefit from its broad portfolio of services including end-to-end services. So, how do you embark on such a daunting task?

THE SOLUTION

A fully customized services solution, crafted by both the CTO and MicroAge's Director of Technical Solutions. Multiple planning sessions were made to work through the complex schematics of the client network in order to gain access, deliver services, and align with the security and separation of duties required to meet FedRAMP (Federal Risk and Authorization Management Program) policies.

Scoping out the project included correcting some of the first provider's missteps in areas like Intune set up and enhancing the firm's O365 security posture. They also selected Fortinet's Fortigate VM02V firewall to deliver both physical and virtualized security. The appliance mitigates blind spots and quickly provisions security infrastructure.

THE BENEFITS

The budget was a huge area of concern for this client. They toyed with the idea of hiring a senior network and Windows admin, but after running the numbers for one qualified, full-time admin, they realized that the managed services route was a better one for their bottom line.



As a result, the CTO stated that working with MicroAge has been a huge upgrade in IT support and cybersecurity over his previous IT provider. He affirms that their organization would be so much further ahead had they started with MicroAge from the beginning.



With MicroAge, you can innovate faster with one end-to-end technology services and solution partner. **Call us at 800-544-8877 or visit microage.com**