

# CASE STUDY

## What was your problem before you joining Ener Systems?

"We were a growing company that had historically utilized internal resources to manage IT. While we were able to manage our own problems pretty well, many of the often-overlooked aspects of what is more mainstream IT security would get ignored. While we patched our servers and many of the internal machines regularly, our field machines often went unpatched because they did not touch the network for months at a time. Also, one of our executive team members was the one managing most of the IT environment. As our network infrastructure, as well as total devices, grew with the growth of the company, more and more of this officer's time was spent managing the IT environment. Due to time constraints, this created a very reactive IT environment. Further, it limited one of the decision makers time and distracted from our core business. Once we were able to focus this executive's time, we were able to improve our company's expansion efforts as well as improve our IT environment's reliability, response time, and security. After the decision was made to outsource IT, our company's overall profitability rose and we have experienced a significant jump in net income in addition to the improved network and IT environment."

## What are some of the challenges you faced with the previous outsourced IT companies?

"We made the decision to outsource a few years ago and initially did not go with Ener Systems because the price was higher than another bid we had received. While this company spoke often of their proactive approach, as time went on it became evident that they did not practice what they preached. We were mortified to find out, via spot check, that much of what we were paying for was not being done. Our servers had not been patched, our firewall had not been updated, no one was reviewing the firewall or machine logs to for attempted network penetration, and our promised quarterly meetings to review the overall network's health were not occurring. Essentially what we were getting was the same reactive fixing of broken or infected devices. At least when we were doing it ourselves the devices attached to the network were being updated. Further, our staff complained about the response time and often the same executive who was doing the work prior to us outsourcing our IT was just doing the job for the staff because they would get a better and faster response than those being paid to handle it."

## What results do you have you gotten from Ener Systems?

"Our results with Ener Systems have been spectacular. We were initially skeptical that we would ever have the staff trust contacting an outside IT group after the experience we had just had with a competitor. However, Ener Systems went out of their way to be immediately available. They worked hard to build the trust of the entire team by having outstanding, if not immediate, response times, remarkable patience to ensure that they properly diagnosed the issue and fully corrected it before they left our team member, and outstanding visibility for easy access. At the same time, they implemented their monitoring tools to ensure that we were able to proactively monitor the health of all our devices in one easy to use portal. We can point to instances where this prevented problems well before we historically would have caught them. This prevented potential downtime and loss of data. We have a much higher confidence level in our overall network health and security and can point to many proactive measures that are being taken to ensure that we are meeting all of the security demands that a modern information technology environment demands. Ener Systems goes out of their way to stay up to



date with the ever-changing IT environment, and they constantly make value added suggestions to ensure that we are meeting or exceeding industry standard information technology requirements."

## What kept you from buying Ener Systems sooner?

"Historically we always viewed our IT environment as a sunk cost to be minimized. As mentioned before, we do have very technical staff who was more than capable of managing internal problems. However, we did not realize until after we took a leap of faith that if we completely offloaded those responsibilities, we would benefit as greatly as we have from our expansion efforts. Once we did make the decision to outsource our IT, we again made the mistake of looking solely at the price point. In going with the low-cost provider, we ended up with a less secure environment while still internally managing many of our own issues. Looking back after being an Ener Systems client for some time now, it was a mistake not to transition sooner."

## What exactly did you like most about Ener Systems?

"Many companies in this industry tout their proactive approach. However, we have not seen a company that is as knowledgeable and invests as much time and effort into ensuring that they are on the cutting edge of the industry.



**REACTIVE**      **PREVENTIVE**      **PROACTIVE**

In addition to leading edge technology and their outstanding knowledge base, they are amazingly proactive in their approach. They help us stay on track not only of our network health, but also ensure that we budget and plan ahead for our future network needs. They handle potential issues before we even are aware, they exist. As a service provider that touches many other customer networks, it is critical that we ensure that we not only protect our own environment, but that we also safeguard our client's networks as well. With real time monitoring we feel much more comfortable that we are protecting everything we touch."

## If someone was on the fence about choosing us as their IT firm, what would you say to them?

"Anytime you do business with a company, especially in a business to business setting, what most people normally look for is what value does this vendor bring to the table. As enumerated above, we struggled to determine exactly what that value would be. After deciding to make the change, we can point to numerous places where Ener Systems has brought value to our organization. In addition to minimizing downtime, proactive security measures that have helped us stay one step ahead, and future looking reporting, Ener Systems has allowed us to focus on our core business, and it has made a huge difference. Another major differentiator with Ener Systems is their overall integrity, honesty, and the fact that they consistently do the right thing. We were a legacy customer of Ener Systems at one time, and they would help us with surprise issues when they came up. When we made the decision to outsource our environment, we told them that we would not be going with them because of the cost. Despite the fact that we did not initially go with them, they still helped us when we had problems. They went out of their way to be helpful, even when the did not have to. We made a mistake in not initially going with Ener Systems, and after experiencing others programs, we can point to numerous examples of why Ener Systems is an industry leader."

- Paul H.

