

Co-Managed IT Allows Real Estate Asset Management Company to Thrive

REAL ESTATE ASSET MANAGEMENT

THE CHALLENGE

Real Estate Management Company Struggles to Keep Up With IT Needs

Mid-America Real Estate Group, a 260 employee organization in the [Chicago area](#), needed help keeping up with the growth of their business.

“We want people to have the tools they need to be successful, and we want to be on the cutting edge of IT” says Vice President Dan Hansen.

Dan knew they couldn’t do it alone, and in the midst of the search for help, five different Mid-America offices were hit with a broadcast storm, causing their main server to go down and knocking out the network. Dan called an IT provider he had been working loosely with, and was told it would be 4-5 hours. Knowing this would cripple the business, he reached out to Ntiva.

Our technicians were on-site and had the network up and running within 45 minutes. The availability of Ntiva technicians saved the companies hours of downtime, and untold sums of revenue.

THE SOLUTION

Offloading Enterprise-Level Software and Systems to an IT Service Provider

After solving the security issues surrounding the broadcast storm, Dan decided to break off the relationship with the former IT provider, and joined in a partnership with Ntiva as Mid-America Asset Management’s sole IT service provider.

“Rather than being reactive to trends or needs, we’re being proactive! We’re in a great place with Ntiva.”

— Dan Hansen, Vice President, Mid-America Real Estate Group

The internal IT team knew their co-workers well. They knew how to handle the demands of everyday troubleshooting for the office equipment.

The struggles were occurring with broader picture systems, such as enterprise-level software. Ntiva was able to take over high-level security, support, and maintenance, including network monitoring and updates.

THE IMPACT

Co-Managed IT Saves Money and Allows Room for Internal Growth

“Our internal team has embraced Ntiva. Ntiva actually came in and sat down with us through our interview process to help us find the right candidate for a new internal IT position. From job posting, to the offer, to ‘what do we pay him?’ was all supported by Ntiva.”

Co-managed IT allowed Mid-America Asset Management to not only save money, but to bring in the necessary talent for continued growth. “Rather than being reactive to trends or needs, we’re being proactive! We’re in a great place with Ntiva.”

Ready to harness the power of digital transformation? Set up an exploratory call to see how Ntiva’s IT consulting services can help you meet your business needs.

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