

4 Reasons IT Leaders **LOVE** Co-Managed IT

Real Stories from Real IT Leaders



As the head of the IT department, you have a ton of responsibilities.

Not only does that list keep growing, but the pressure to keep up with new projects, escalating cyber security risks, and possibly a revolving door of IT staff, has you at your limit.

The three biggest challenges we hear are:

- a. Just keeping up with every-day maintenance often leaves no time for focusing on the strategic projects that would actually move the organization forward.
- b. There are often big gaps of expertise that you simply don't have on your in-house team - but would like to!
- c. You either don't have the budget to hire more resources or even if you do, its surprisingly difficult to hire and retain the right talent – if you can even afford them.

Are you familiar with co-managed IT?

Co-managed IT provides you with the ability to outsource IT tasks that your team does not have time for, or does not have the expertise to tackle. Think of it as filling in the gaps with an extended team approach, without having to hire, train and manage additional headcount.

We've gathered a short list of four Ntiva co-managed IT clients who will illustrate how a co-managed IT partnership helped them achieve their IT and business goals.

Read on!



Challenge #1: Bogged Down By Routine Maintenance



At PMMI, an association for packaging and processing technologies in Virginia, the IT team was getting bogged down with repetitive maintenance tasks. It was like being on a hamster wheel, and some of the more senior IT resources were indicating they needed a change.

Andy Lomasky, Director of IT, knew he wanted to focus some of his top talent on projects that not only utilized their talents, but would really make a difference to the business.

However, he could not spare the resources and jeopardize the day-to-day needs of the company, and hiring additional headcount simply did not scale in the way Andy desired.

The Solution

Andy met with Ntiva to discuss the possibility of forming a co-managed IT partnership.

Ntiva would take over the day-to-day repetitive tasks, including network monitoring, patch management, server management, desktop support and help desk. Ntiva could also provide the Apple expertise he was missing, as his environment supported both PCs and Macs.

His staff would focus on special projects such as the custom Line-of-Business applications that had been backburned for far too long.

The icing on the cake for Andy and team was that these services were available 24/7 – no sick days or holidays to worry about, no overtime or asking the staff (yet again) to work extra hours.

Total support around the clock lifted a huge burden off this team's shoulders!

“I didn’t want to be in the business of server administration or patching or help desk. Those are perfect targets to be outsourced so that we can stay focused on what differentiates us as a business.”



Andy Lomasky, Director of IT
PMMI



Challenge #2: Overwhelmed By Specialized Requirements



Kimball Construction in Maryland had operated for years with just a single IT resource. Steve Burkett, Kimball's IT Director, was responsible for supporting about 45 employees, which is just about the limit for one IT resource to support.

The wrinkle came in when it came to cybersecurity.

There were concerns that they did not have enough protection in place, as Steve was playing the role of generalist. On top of that, they needed to meet the strict regulatory requirements that come with selling into the Federal Government.

The Solution

CMMC (Cybersecurity Maturity Model Certification) is a requirement when selling goods or services into certain branches of the government, including the DoD (Department of Defense.)

CMMC is not an easy certification to achieve nor maintain. It takes in-depth expertise to understand how to meet the stringent requirements of CMMC. Steve knew this was one area he would need to outsource ASAP if they were to keep bidding on those jobs.

After meeting with Ntiva, Steve discovered Ntiva had a dedicated security team which included deep expertise in CMMC. Steve utilized this expertise not only to achieve CMMC, but also decided to outsource their overall security needs on a monthly recurring basis.

De-risking the entire company from a cyber perspective was well worth the investment, not to mention the ability to bid confidently on lucrative government contracts!

“It’s very hard, if not impossible, for a company with a small team to meet the ongoing requirements of CMMC compliance without using a third party who have the specialized tools, knowledge and systems.”

Steve Burkett, IT Director
Kimball Construction



Challenge #3: Filling the Gaps For A High Growth Company



Mid-America Real Estate Group, a fast-growing organization of almost 300 people in the Chicago area, needed help keeping up with their ever-expanding needs. Vice President Dan Hansen had a small team who were great at everyday troubleshooting and help desk support.

The struggle came with keeping on top of big picture infrastructure management, such as network monitoring, software updates, and data backup and recovery. All critical functions where the current team lacked expertise.

The Solution

Dan realized he could go one of two ways. Start the long process of finding, hiring, and retaining additional IT resources – or outsource the functions that the current team were not able to address.

Ntiva sat down with the team to discuss their needs. A strategic plan was drafted that identified their strengths and weaknesses, and together the teams came up with a proposal to fill the gaps.

It was made very clear that Ntiva was not replacing the existing team. In fact, as the company continued to grow and eventually wanted to bring on an additional internal team member, Ntiva helped out with the interview process.

This co-managed IT partnership actually helped not just with immediate concerns, but allowed room for internal growth as well!

“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. 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



Challenge #4: Getting Specialized Expertise Pronto



Destra Capital in Chicagoland was in the process of moving offices (pre-Covid) when they made an unhappy discovery. There would be no room for the company's servers in the new space.

They had been discussing moving to the cloud, but the timetable for migration had just moved up – drastically! At the time, they had a single full-time IT resource who had been kept busy with IT infrastructure management, including the on-site servers.

It had become clear that a sole IT resource was no longer enough to keep up with their needs, let alone perform a huge migration in short order.

The Solution

President James Yount turned to Ntiva to help with the migration. In a short period of time, they had moved over to a fully hosted cloud solution with the help of Ntiva. This included the ability for remote workers to securely log on from anywhere and get access to centralized data and applications.

Ntiva now provides complete monitoring and management of their new systems, including backup and disaster recovery. They also chose to outsource help desk support, which made perfect sense as the company continued to grow.

The entire cloud project turned out to be prescient, as a short time later the global pandemic forced the entire staff to work from home.

As security and compliance requirements from the SEC and FINRA are known to be very tough, Destra was now in an excellent place with a secure, cloud-based solution that offered convenience *and* security.

“Being a small company and having a bigger company like Ntiva, who provides us with our outsourced IT, was a great find. Their help desk is very responsive ... they worked their tails off to get us moved to the cloud in a timely manner. We were under the gun. They came up with a great solution, quickly.”

James Yount Senior Managing Director
Destra Capital



Helpful Links

- » [Business Leaders Guide to Co-Managed IT Support](#)
- » [Co-Managed IT Services](#)

Contact Ntiva

- » **Email:** info@ntiva.com
- » **Call:** 1-888-996-8482
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