



## CASE STUDY

### Chesapeake Capital Partners

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Chesapeake Capital Partners is a small venture capital firm with daily IT demands like many other small businesses. In 2001, ARHD became Chesapeake's outsource IT Support provider, fully managing IT for the firm.

Chesapeake Capital Partners needed their issues resolved consistently and efficiently. ARHD was selected because their centralized outsource Help Desk model enables them to deliver service this way. Providing immediate, direct access to a dedicated Help Desk team for the user to call or email has been key to the success of their long term business relationship.

"Having the Help Desk readily available to address a network problem or correct an issue has been a big stress reducer," stated Matt Brunner, co-founder and partner of Chesapeake Capital Partners. "The consistency in which issues are handled and the reliability of the Help Desk team in knowing our IT needs plus addressing problems promptly has made ARHD a fantastic resource for us."

When Chesapeake Capital moved to a new location, ARHD was instrumental in the planning and implementation of all facets of the move. Network hardware, wireless, servers and printers and were moved. This was coordinated with the T1 connectivity turn up, phone system and telecom move, and user connectivity after the move. ARHD owned the process to ensure success.

"ARHD is a good value since they can handle all aspects of our network. They implement the infrastructure and manage the applications, software and hardware needs and any issues that arise," said Matt Brunner. "ARHD has always taken care of IT and as far as we're concerned, ARHD will continue to do that for us."