



CASE STUDY

Sterling Partners

In 2002, Sterling was a small venture capital firm that was planning to grow rapidly and its management knew that it did not want to hire and manage full time IT employees. Sterling was referred to America's Remote Help Desk (ARHD) through other private equity firms in the area. After evaluating services, Sterling decided that ARHD could address their needs to scale IT.

ARHD provided a fully managed IT Solution with a dedicated team of Network Engineers and Help Desk professionals. As Sterling grew to 100 users at both their Baltimore and Chicago locations, ARHD was able to scale with them and ensure a smooth IT transition. The Outsource Help Desk is the first point of contact for all support issues, while Network Engineers addresses Infrastructure projects and escalated issues. This is the ITIL Service Desk Support model.

ARHD provides their full suite of technical skill sets on an as needed basis, pooling their resources and providing value by getting results efficiently. Daily management of IT is entrusted to ARHD, executed by an assigned Help Desk Team Lead, Chief Network Engineer, CTO and Director of IT Services. Automated IT Reports, weekly meetings with points of contact and monthly IT meetings with Sterling's IT committee keep IT and the business aligned.

ARHD has implemented solutions for Virtualization, Disaster Recovery, Email Continuity, High Definition Video Conferencing, Online Backup and many other solutions. In 2009 ARHD completed a four server Microsoft Exchange Server migration from Exchange 2003 to 2007. Annual proactive budget planning by ARHD's CTO ensures IT is strategically managed.

"One of the best things about ARHD is their decisiveness," stated Lisa Carter, Finance Administrator. "If there is a void, they fill it. If there is something that needs to be terminated, it's

terminated. It is the active and fluid management decisions that help ARHD maintain the necessary balance.”

“By the time Sterling notices an issue, ARHD is already addressing it. It’s a proactive company working to help us meet our IT needs.”

ARHD simplifies user issues by assigning a designated team to handle daily IT problems. When a user has an issue, they can call their team directly 24x7. This has enabled their Outsource Help Desk team to become intimately familiar with the infrastructure and resolve problems quickly.

“ARHD has been a fabulous help to us,” said Lisa Carter. “Their depth of knowledge and unlimited resources takes care of our IT issues.”