



CASE STUDY

Vintage Security

In 2004, Vintage Security sought a new outsource IT Support partner due to an ineffective organization they were working with at the time. They required end user Help Desk support and Infrastructure management. Their mission critical servers, including Microsoft Exchange Email and a business critical custom application, are located at their Headquarters in Jessup, MD. ARHD was selected as a partner and immediately conducted an Infrastructure Assessment. As a result, their critical concerns of a backup and Disaster Recovery plan implementation were addressed immediately. Lower priority issues were scoped individually as projects and addressed in a strategic manner based on cost and risk.

“ARHD is on the ball. They know what needs to be done and they take care of it.” said Rich Goodman, CFO of Vintage Security. “ARHD makes good decisions. They fix the issues and look toward the future to resolve concerns before they become problems. They are proactive.”

ARHD reduces stress by being there when they are needed, sometimes before you know you need help. The outsource Help Desk team acts as central command, while the Network Engineer is thorough and efficient with project implementations and resolving escalated issues.

ARHD rebuilt the entire Vintage Network Infrastructure following the inception of their working relationship, and in 2009 completed a project to create a mirrored disaster recovery solution utilizing Virtualization and Data Replication. Server migrations are well planned and executed.

“The Help Desk is there to handle any issue quickly and efficiently. Their team is familiar with the different personality types and organization structure so each person is handled appropriately. It’s a great relief having ARHD handle all aspects of Vintage Security’s IT system.”

“It is difficult to place a dollar amount on the value of time. With ARHD in the picture, our time is spent on achieving our business initiatives and not on figuring out the network or user issues. ARHD adds value in time and in less stress and worry over the IT issues as well.”

“Having the brains of Josh Lippy and Brian Firth for server implementation and other issues is phenomenal. It just doesn’t get any better,” said Erich Nagl.