

Case Study - STF Consulting



In the midst of a global financial crisis, many solution providers and the SMBs they sell to are looking for ways to survive a recession.

Learn how one company is using Managed Workplace during the current economic downturn to *grow* their business—instead of slowing down.

The Challenge

While economic downturns are difficult for many small and medium-sized businesses (SMBs), STF Consulting has found new opportunities to expand their business and improve the quality of their managed services by migrating all of their customers to the Managed Workplace platform.

Partner Solution

STF Consulting originally turned to Managed Workplace two years ago to help them refine their network design and to improve network uptime and performance. Having quickly achieved these initial goals, they decided to tap into the full power of Managed Workplace to bring their managed services business to a whole new level. “The insight that the product provides is second to none. I can directly correlate our significantly increased revenue to our investment in this product,” says Sean Furman, President of STF Consulting.

With Managed Workplace’s superior revenue-generating features, such as deep and diverse monitoring, industry-standard policy modules and best-in-class alerting, STF Consulting is able to maintain their competitive advantage in the marketplace because they can deliver high-quality services and better value without increasing costs or the project load for internal resources.

Situation

Times of economic uncertainty drive customer demand for predictability and cost-savings.

Company Profile

Based out of Central New Jersey, STF Consulting offers proactive IT services to small and medium sized businesses that don’t have the resources to manage their own IT department.

STF Consulting helps customers focus on their core business by providing them with the peace of mind that their IT operations are being constantly monitored.

Solution

STF Consulting implemented Managed Workplace two years ago to achieve new standards in network uptime and operational efficiency.

Since then, STF has leveraged the powerful features of Managed Workplace to bring their managed services offering to the next level, offer unprecedented value to their customers, and recession-proof their business.

Results

- Consistently exceptional services
- Continuous ROI
- Robust system of technological checks and balances
- Significantly reduced travel costs through remote management

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The Benefits

Managed Workplace's Policy Modules, certified by over 80 vendors like Microsoft, Cisco and Intel, have allowed STF Consulting to monitor just about any device or application that they choose—and to offer a deeper and broader level of network monitoring than any of their competitors. "The sky is the limit with Policy Modules," says Sean Furman, "and it's great assurance to know that they comply with vendor best practices out-of-the-box."

When an alert is raised on a device they monitor, notification is immediately emailed to specific STF technicians and displayed on the Managed Workplace Central Dashboard, making it easy to diagnose the source of the problem and take action.

Customers are often surprised by the level of technical insight and rapid remediation that STF now delivers. One customer had one of their internet connections go down. Before the customer even realized that there was a problem, STF Consulting identified the issue and immediately contacted the ISP to achieve resolution.

Even hardware problems are dealt with more efficiently than was possible before implementing Managed Workplace. For example, if a server component shows signs of imminent failure—which would otherwise occur without notice and result in costly downtime for an SMB—STF Consulting is able to proactively anticipate the problem and dispatch a technician to replace the part, thereby maintaining peak performance on the customer's network.

"More companies are turning to us to gain efficiencies with their IT than ever before.

We're grateful to be very busy right now, and it's rewarding to help our customers by passing on the tremendous value that Managed Workplace makes possible."

Sean Furman
President
STF Consulting

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Bridging the Gap between Business and Technology™