

How the ALRB Streamlined IT and Help Desk Operations with Parachute

CASE STUDY



“Parachute is very responsive. It’s a great relationship because I can depend on them to just get things done.”

RAFAEL DIAZ,
*ISO, California Agricultural
Labor Relations Board*





The [California Agricultural Labor Relations Board](#) was created in 1975 to ensure peace in the fields of California by guaranteeing justice for all agricultural workers and stability in agricultural labor relations.

HIGHLIGHTS

Challenges

- **Wasted budget:** ROI from a legacy vendor had dried up
- **Low priority:** Big vendors didn't give small accounts the same care and attention
- **Red tape:** The ALRB has to comply with California reqs

Solution

- **Teamwork** to understand the ALRB's needs, shift gears, and fulfill gov requirements
- **Accountability** to check in and keep onboarding on task
- **Commitment** to seeing the task through and proactively problem solving for the ALRB
- **Transparency** at every stage to respect the ISO's time

Results

- Hours saved each week
- Proactive problem solving to anticipate the ALRB's needs
- 24/7 help desk response and faster resolutions

Challenges

NOT ENOUGH VALUE FROM LEGACY VENDOR

The California Agricultural Labor Relations Board (ALRB) needed to level up its help desk. For years, a good chunk of its annual IT budget had gone to pay a third-party IT Provider—but the value had long since dried up.



"The help desk area was being neglected, so users were waiting weeks or months for resolutions," explains Rafael Diaz, the ALRB's Information Security Officer (ISO).

Rafael terminated the contract and began to seek a new partnership. With support tickets piling up, sitting idle wasn't an option; he needed a reliable new partner—fast.

BIG VENDORS DEPRIORITIZE SMALLER AGENCIES

As Rafael explored his options, he found many potential vendors falling short of their promises. Sales pitches always sounded great, but the Proof of Concepts (POCs) were letdowns.

The lingering feeling after each POC was that the ALRB wouldn't be a high priority for enterprise-level vendors.





“I allocated time to really investigate. We engaged some pretty big names. But being a small organization of 75 users, it always felt like we would be unimportant,” Rafael explains.

Rafael also felt like many organizations were wasting his time. Sometimes, he'd negotiate for weeks or even months only to learn that the vendor wasn't a good fit.

The ALRB needed white-glove treatment. Rafael wanted an honest partnership. That's why Parachute stood out.

“It boils down to time and budget. I don't want to be strung along for months only to learn something can't be done. I don't have time for that ride.”

Complication

RED TAPE THROWS A WRENCH INTO THE RELATIONSHIP

Out of the gate, Rafael was impressed by Parachute's transparent answers and proactive problem solving. He awarded a year-long contract, and the onboarding proceeded.

But there was a hitch: due to a paperwork error, the ALRB had procured Parachute with the wrong California State contract.

Rafael felt stuck. Onboarding was only 40% complete and now he wasn't sure if they could finish. Bringing in a new vendor can be a challenge for small state entities, and the numerous requirements can be burdensome for some organizations. Not everyone will put in the effort.

Rather than sitting idle, Parachute's Business Development Manager and CEO engaged Rafael to understand why the process had stalled and how they could help.

Resolution

GOING THE EXTRA MILE TO HELP THE ALRB

As Parachute spoke to Rafael and other ALRB members, they learned that as a state-funded agency, ALRB needs to select vendors that meet strict requirements—and Parachute didn't fully satisfy all of those prerequisites.

Rather than walk away from the unforeseen challenges of working with the ALRB, Parachute jumped in and completed all of the additional requirements.

Rafael was thrilled with their ability to shift gears and deal with new legal language and contracts enforced by the state that were unknown when the original contract was signed.





“We sat down and talked it out. We explained the requirements and effort required. We also talked about the type of relationship we wanted to build and that it would require Parachute to come up with some unusual solutions.

The fact that they went that extra mile—to me, it took a certain amount of bravery, being human and not worrying about the bottom dollar, but doing what has to happen to cement a relationship. That was so refreshing,” Rafael says.

PARACHUTE’S VALUES IN ACTION

Why did Parachute stick it out with the ALRB? It all boils down to TACT: (T)eamwork, (A)ccountability, (C)ommitment, and (T)ransparency. These values are Parachute’s bedrock.

Parachute lived out these values by...

- Collaborating with Rafael and his team to problem solve and deliver the best solution possible
- Being accountable and checking in when onboarding fell behind schedule
- Committing to the acceleration of the ALRB’s success and continuously taking the initiative
- Operating with complete transparency and respect, throughout its processes and in its communication

Results

TIME SAVED ENABLES THE ISO TO REFOCUS

When Rafael engaged Parachute, he didn’t plan on saving any time. In fact, he thought that he might be busier, especially if tickets landed on his desk more frequently.

But to his pleasant surprise, Parachute’s commitment has helped him reclaim dozens of hours each month.





“Parachute doesn’t waste my time. I gain back hours each week, and the bigger, indirect benefit is that it takes the edge off my stress,” Rafael says.

PROACTIVE PROBLEM SOLVING IN KEEPING WITH TACT

The time savings are largely thanks to Parachute’s approach. When the ALRB makes a request, Parachute approaches it with logic and proactively solves for the next step.



“We had a question about Azure and MFA and single sign-on. They delivered the answer. They tested the solution. And they documented a walkthrough for our users. That, to me, demonstrates how customer-focused Parachute is,” Rafael says.

HIGHER USER SATISFACTION

But what about the initial problem that led the ALRB to Parachute in the first place? What about the help desk?

On that front, tremendous progress has been made. As a white-glove Managed Service Provider, Parachute continues to go above and beyond to meet the ALRB’s needs.

Issues that used to take weeks or months for resolution are now commonly resolved within days, and Parachute is always working to shave that time even further.

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“You know what I hear? Nothing. No complaints. It’s been going so well and our users are getting timely responses. It’s a massive improvement,” Rafael says.

“You start to feel the indirect benefits acutely—less stress, less aggravation, fewer users complaining. That’s what Parachute has provided us.”

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Reach out to Parachute today to discover how the most intimate and responsive IT partner for security-minded organizations can help your business.

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