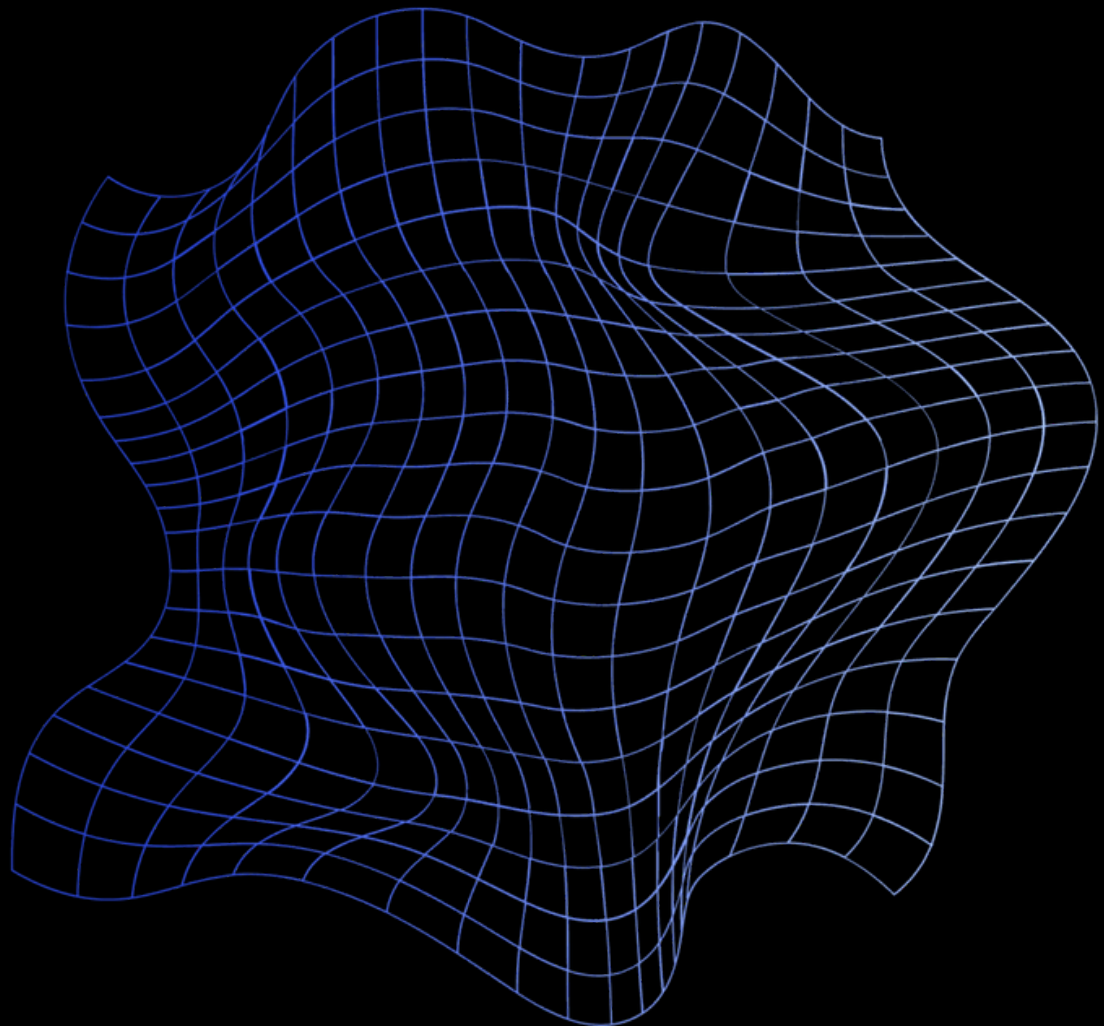


**HELIXSTORM**

# **Jamboree Strengthens Security, Improves IT Operations, and Reduces Costs with Helixstorm**

***How Helixstorm's Managed IT Services and  
Managed Cybersecurity Provides Peace of  
Mind with Comprehensive Support***





## Background

As a growing property management organization, Jamboree needed a technology partner that could provide more than reactive IT support. The company sought a strategic advisor capable of strengthening cybersecurity, supporting employees, optimizing technology operations, and helping leadership plan for the future.

Since partnering with Helixstorm in January 2024, Jamboree has benefited from a comprehensive managed IT and cybersecurity program that improves operational efficiency, enhances security, and provides the responsive support employees need to remain productive.

## The Challenge

In today's threat landscape, property management organizations face increasing pressure to protect sensitive business and tenant information while ensuring employees have reliable access to the tools and technology required to serve clients effectively.

Jamboree recognized the need to strengthen its cybersecurity posture, improve visibility into technology assets, and establish processes that would support continued growth. The organization needed a trusted partner that could help standardize equipment management, implement security best practices, educate employees, and provide ongoing strategic guidance. Leadership was looking for more than a technology provider — they needed a responsive partner capable of evaluating current and future technology needs, delivering expert recommendations, and providing hands-on support when required.

## Why Helixstorm

Jamboree selected Helixstorm based on a trusted referral and quickly discovered a partner committed to understanding the organization's goals and delivering exceptional service. What differentiated Helixstorm was its combination of strategic guidance, technical expertise, and highly responsive support. Rather than taking a one-size-fits-all approach, the team worked closely with Jamboree to create solutions tailored to the company's evolving needs.

Helixstorm's willingness to provide onsite engineering support when needed, coupled with proactive account management and regular strategic reviews, gave Jamboree confidence that its technology environment was being actively managed and continuously improved. This included a commitment to service that extends beyond traditional support expectations.

***"Each request is treated with the utmost respect and sense of urgency. Helixstorm offers support above and beyond."***



## The Solution

Helixstorm implemented a comprehensive managed IT and cybersecurity strategy designed to improve security, visibility, accountability, and operational efficiency across the organization.

### **Asset Visibility and Standardization**

The team conducted a complete computer and email census, creating an accurate inventory of technology assets and ensuring all equipment was properly onboarded into the organization's security and management systems.

Helixstorm also developed standardized naming conventions and tracking procedures to improve asset management and accountability.

### **Cybersecurity and Employee Enablement**

To strengthen security and reduce organizational risk, Helixstorm implemented multiple cybersecurity solutions and employee education initiatives, including:

- Fortinet security solutions
- KnowBe4 security awareness training
- Endpoint monitoring and management
- Email security and user best practices
- Ongoing cybersecurity guidance and support

These initiatives helped ensure employees had the knowledge and tools necessary to protect company assets and avoid common cyber threats.

### **Infrastructure and Technology Support**

Helixstorm supplied and supported critical technology resources, including Lenovo workstations and infrastructure services that enable employees to work efficiently and securely.

The team also implemented MyGlu for shared record tracking and collaboration, helping improve operational consistency across the organization.

### **Strategic IT Partnership**

Beyond day-to-day support, Helixstorm established monthly business reviews focused on accountability, planning, evaluation, and future technology needs. These recurring touchpoints provide leadership with ongoing guidance and help align technology investments with business objectives.



## Results

Since partnering with Helixstorm, Jamboree has significantly improved its technology operations while creating a more secure and productive environment for employees.

The organization now benefits from streamlined equipment provisioning, proactive infrastructure monitoring, and responsive support that helps employees remain productive and minimizes technology disruptions.

By implementing standardized asset management processes and cybersecurity controls, Jamboree has increased visibility into its technology environment while reducing operational risk. Employees have access to the equipment, accounts, and support they need when they need it, allowing them to focus on serving clients rather than troubleshooting technical issues.

Helixstorm's responsiveness has become one of the most valued aspects of the partnership. Support requests are resolved efficiently, often outperforming standard response benchmarks, and employees consistently provide positive feedback regarding both response times and issue resolution.

In addition to operational improvements, Helixstorm identified and implemented a telecommunications solution that reduced monthly phone expenses by approximately \$550, creating measurable cost savings for the organization.

### **Key Outcomes:**

- Improved cybersecurity awareness and employee training
- Complete technology asset visibility through company-wide device and email inventory management
- Standardized equipment tracking and accountability processes
- Enhanced endpoint monitoring and infrastructure oversight
- Faster support response and issue resolution times
- Reliable access to technology resources for employees
- Ongoing strategic IT planning and business alignment
- Reduced operational risk through stronger cybersecurity controls
- Approximately \$550 in monthly telecommunications cost savings
- Consistently high employee satisfaction with IT support services



## Lasting Impact

What began as an effort to strengthen cybersecurity and improve technology management has evolved into a strategic partnership that supports Jamboree's day-to-day operations and long-term growth objectives.

Today, Jamboree operates with greater confidence in its technology environment, knowing that its infrastructure, devices, users, and security controls are actively monitored, managed, and aligned with industry best practices. Employees have access to the tools, support, and resources they need to remain productive, while leadership has greater visibility into technology assets, operational performance, and future planning initiatives.

Beyond solving immediate technology challenges, Helixstorm has helped establish a more mature and scalable IT framework capable of supporting the organization's continued evolution. Through regular strategic reviews, proactive recommendations, and ongoing optimization efforts, Jamboree is better positioned to adapt to changing business requirements, emerging cybersecurity threats, and future growth opportunities.

Perhaps most importantly, Jamboree has gained a trusted technology advisor that functions as an extension of its internal team. Rather than reacting to issues as they arise, the organization now benefits from proactive guidance, responsive support, and a long-term technology strategy designed to reduce risk, improve efficiency, and maximize business value.

The partnership has delivered measurable operational improvements, enhanced employee satisfaction, stronger cybersecurity practices, and ongoing cost savings—all while providing the peace of mind that comes from having experienced experts invested in the company's success. As the client explained:

***"The boots-on-the-ground service level is exceptional and so important for a small business to feel secure."***

That combination of strategic leadership, technical expertise, and exceptional service has made Helixstorm a vital partner in helping Jamboree build a secure, scalable, and future-ready technology environment.