

## Customer Success

### THE CUSTOMER **KIT & ACE**

Founded in 2014, Kit and Ace creates technical apparel for the modern commuter – the people who value the functional details of cycling gear and the technical properties of athletic wear. This Vancouver-based company currently has 7 brick and mortar shops and a strong ecommerce presence— as such, data and security is an important consideration for them. The company underwent an organizational shift in 2017 and an ownership change in 2018. Kit and Ace currently has a team of 120 people, including their retail locations. At present, Fully Managed directly supports 60 of their team members.

### THE CHALLENGE

As the result of the organizational change, Kit and Ace had no clear documentation of their technology environment. The new owners inherited a complex infrastructure that was originally built for a larger company—this environment (previously) relied on larger teams with specialized technical knowledge. Based on the current size and needs of the business, it was clear they were overspending in IT. With the goal of maximizing resources, the executive team began exploring new ways to manage IT.



### THE SOLUTION

Kit and Ace was referred to Fully Managed by an existing client. After assessing their current infrastructure and systems, we proposed a hybrid solution that would combine their existing IT team with our remote IT offering. As part of the onboarding process, we assisted in the evaluation and negotiation of contracts for technical solutions and proposed the migration of some of their infrastructure to FM private Cloud.

## THE RESULT

Along with providing thorough documentation of their IT environment, the switch to our private Cloud helps Kit and Ace feel secure that all their information is safe and easily accessible. The Cloud allows for resource-based billing, unlimited usage, and flexible resource allocation. In addition, it has Canadian data-sovereignty, meaning that their information is hosted and protected in Canada, where they are headquartered.

Another major advantage for Kit and Ace is constant access to specialized technical resources, including a proactive Account Manager, without adding internal headcount. The hybrid model created simplicity, maximized efficiency and maintained internal technical knowledge which ensured business operations continued seamlessly.

Overall, Fully Managed helped Kit and Ace save over \$100,000 in IT spend in the first year of co-partnership.



“Partnering with Fully Managed has made it possible for me to focus on other areas of the business. I know our data is safe and our network infrastructure is secure.”

– Melissa Kinnoch, CFO

