

Your Managed Service Provider Should Get IT Right the First Time

Break. Fix. Repeat. Break. Fix. Repeat. Is your managed service provider number on speed dial? You call your IT company; they come fix your issue. The same issue arises again. You call your IT provider again, they come fix the issue again. But, it never ends. There's always an "issue," whether it's slow computers, no remote access or a stalled printer.

It's an old story, but not one that has to be perpetuated over time.

LOOKING FOR A BETTER MANAGED SERVICE PROVIDER

McCormick Biological, Inc., is a California business providing environmental solutions, via biological and wildlife evaluations, of potential impacts to central California species, plus general biological surveys of flora and fauna. As biologists working in the field most of the time, McCormick scientists do not want to spend their time chasing down IT problems.

Unfortunately, with their previous managed service provider, McCormick staff members were besieged by ongoing IT issues – from slow computers and a dragging network to mountains of spam getting through old firewalls and security. McCormick founder and principal biologist Randi McCormick reached out to DiamondIT after attending Diamond's special Star Wars premiere event, where she learned about their consultative, cybersecurity-focused approach to supporting their clients' IT needs.

"We really appreciate DiamondIT's service and how they have gone the extra mile. We are excited to have such a worry-free IT partner on our side."

- Jacquelyn Ruggenberg,
Director of Operations

THE SEARCH FOR IT CONSULTING

McCormick had been dealing with the same technology issues repeatedly, with no resolution from their managed IT services provider. The poor IT support impacted their business with slow computers, degraded server performance and reduced user access to the network. They were frustrated by their inability to do their jobs efficiently and no longer trusted their managed support provider.

All of McCormick's IT budget went into repairs and suffered from slow, ineffective IT support. The biologists wanted to implement new strategies, but didn't trust their remote IT provider to recommend or implement good solutions. They didn't trust that the managed service provider could help them advance their business. They were looking for a better way to have their IT managed, but didn't know how better looked.

THE RESULT? BETTER REMOTE IT SUPPORT

To build trust and confidence in their recommendations and solutions, DiamondIT began with consultative, collaborative discussions to understand McCormick's needs and allay their fears of ongoing IT issues. DiamondIT explained how their support team works to proactively prevent and permanently resolve problems, not simply patch them.

An initial assessment of the network resulted in Diamond recommending the ManageCentric Essentials Plus program, which includes:

- Centralized 24/7 monitoring of systems
- Proactive network administration to keep the network up and running smoothly
- Virtual Chief Technology Officer (vCTO) – a DiamondIT engineer who serves as your IT consultant
- Unlimited service desk
- Managed Security through SecureCentric

Despite wanting to enter the 21st century with technology, McCormick didn't trust their MSP enough to upgrade.

Because DiamondIT believes IT shouldn't be part of your daily frustrations, McCormick now has a stable network that allows them to work from the field or the office, without fear of constant outages. The frustration that came along with loss of productivity and getting derailed by their own job tools is now gone.

In addition to having a new secure firewall and a strong backup and disaster recovery program, McCormick biologists attended Diamond's security awareness training. Before, they had been targeted by spammers. Now, the biologists have a security mindset and know what to beware of in emails.

CHOOSE A MANAGED SERVICE PROVIDER YOU CAN TRUST

What McCormick Biological paid for frustrating break-fix-repeat service with their previous provider, they now pay to get complete, proactive IT support that prevents issues from arising and, when they do, repairs them the first time. Their service also includes added protections with managed cybersecurity and comprehensive managed backups that they didn't have before.

Instead of a managed services provider that served as a roadblock, they have an IT partner they can trust. As their managed IT provider, DiamondIT provides strategic and secure recommendations and solutions to help McCormick Biological achieve their goals – affording them peace of mind and enhancing their ability to work wherever they are, without the unnecessary distraction of managing IT.

Find out more about DiamondIT's managed services – give us a call at 833-942-1923 or visit us [online](#).

Diamond IT's support team works to proactively prevent and permanently resolve problems.