⚡ Electric

Looking for a forward thinking IT partner, NEWHOUSE trusts Electric to keep their business running.

NEWHOUSE

Client Since | 2018
Industry | Advertising
Employees Supported | 18
Offices Supported | NY & CA
Technology | Mac Devices, Cisco Meraki Network & Firewall

IT Challenges
- ⚡ In-Office IT infrastructure set-up
- ⚡ Require high level security for client data
- ⚡ Manual processes for onboarding & offboarding

53
Slack Ticket
Requests Resolved

30
Devices
Managed

2
Office Locations
Supported

William Heath
COO
NEWHOUSE

❝For us, the decision to work with Electric was simple. In our opinion, Electric is the most forward thinking IT company in the industry.❞

As it was being founded in 2018, NEWHOUSE, a creative, content, and communications agency based in NYC & LA, was looking for a best in class IT resource for support. In preparing to work with clients in the entertainment and lifestyle industries, NEWHOUSE required high level IT security for their client data. Additionally, they were seeking an IT partner to take on the responsibility for all IT processes and free up the leadership team to focus on strategic aspects of the business.

Working with an independent IT contractor, the NEWHOUSE executive team became frustrated with the lack of speed around IT project management, accessibility for support requests, and manual processes for onboarding & device provisioning. In addition to their larger IT projects like firewall set up, NEWHOUSE needed a daily IT help desk resource that employees could rely on and easily communicate with. Coming to the realization that a 1 person IT team would not meet the needs of their growing business, NEWHOUSE turned to Electric.

Attracted to Electric's expertise in IT security best practices, the power of their 50+ person Slack based support team, and visibility provided by its administrative platform, the partnership was a no brainer for NEWHOUSE. Since signing with Electric, NEWHOUSE has seen a decrease in time employees spent self troubleshooting (average of 75 minutes/week previously), time spent arranging employee onboarding, and resources required to provision devices.

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