



# CASE STUDY: **TEAM BUILDERS PLUS / TAKE FLIGHT LEARNING**

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## Team Builders *Plus*

*a Take Flight Learning company*



Flashback to May 1991 at Drexel University, where Jeff Backal and Merrick Rosenberg graduated with no idea that their thesis would launch a powerful future for them and countless companies. Team Builders Plus soon took off and is succeeding more than 25 years later. The Team Builders Plus mission is to inspire and enable individuals to create a positive, engaging and productive work environment.

Headquartered in Marlton, NJ, and known on the East and West Coast, the event-driven company teaches colleagues how to work together and coaches them to strive and succeed as a team through a wide variety of engaging activities, from building and playing a mini-golf course to creating a cake to achieve their task.

Being a team is workplace priority #1 and Team Builders Plus nails it. The book *Taking Flight*, co-authored by Merrick, inspired “Take Flight Learning,” a personality-based approach revealing that every team member has a different way of showing themselves. Learning to work with everyone’s type – organized Owl, sensitive Dove, determined Eagle or interactive Parrot – takes mutual commitment. Take Flight Learning brings human relations insights to business leaders to demonstrate the positive impact of teamwork and working outside the box. Supporting multiple facilitators around the country and internationally, the reliable, effective technology provided by PCH Technologies is imperative to Team Builders Plus and Take Flight Learning.

## CHALLENGES

- Infected by the Crypto Locker virus three times in 18 months
- Lost access to CRM and critical software
- Access to employees was severed and potential client loss occurred due to lacking technology
- With the same IT company that still did not know TBP/TFL systems after seven years
- Lost weeks of information and tried to solve issues with pen and paper
- Poor customer account visibility and status
- IT Company's lack of accountability
- IT company's poor response time
- Wasted time and opportunities – 20-minute fixes took 5 days



## SOLUTION

Team Builders Plus / Take Flight Learning decided to move forward with a new IT team and chose PCH Technologies after thoughtful consideration. PCH recommended deploying a multi-layer approach for security on every level with every device. In addition to completely restructuring the network setup, PCH Technologies developed and implemented an on-site and off-site Business Continuity Solution to prevent future costly interruptions of work for this busy workplace advisory firm.

## DEPLOYMENT

PCH Technologies met with TBP / TFL in mid-June to discuss the concerns and problems plaguing the company. PCH Security Plus was deployed the very next day. Urgent response continued with the Business Continuity Solution and Cisco Meraki hardware to smoothly deliver critical recovery and protection for the entire network, completely transitioning the company within 11 business days of the initial meeting. Despite the nail-biting anxiety of fully trusting another IT company, they quickly knew it was the right decision.

## BENEFITS

- Continuity and communication until the issue is resolved
- Prompt response time with minimal turnaround
- Common-sense backups and scheduling to maintain productivity
- Multi-layered approach provides extra protection
- Efficient processes to save time
- Cost-effective solutions to maximize resources and results
- Personal attention to ensure satisfaction

*"I'm so confident now with PCH Technologies, where we can physically try to get a virus and I still know that we are protected because of the layers of security that are now in place. Even if we do manage to download a virus which your system would prevent, we would have a backup that is not contaminated. But it truly is great, the Meraki solutions are fantastic. We never had anything like this before. Now PCH Security Plus is on all of our systems and devices, all are protected – it's just brilliant."*

## FUTURE

PCH Technologies has created an organized, simple approach for Team Builders Plus / Take Flight Learning that gives them full confidence in their system and security. A foundation of PCH Security Plus on all systems, unlimited helpdesk support, 24X7 remote network monitoring, and monthly executive and security reporting provided the dedicated service and personalized support that helped Team Builders Plus / Take Flight Learning overcome the fear of placing trust in another IT team. With technology and the company expanding, they are more aware of the potential damage from inattention, know the necessary precautions to maintain operations, and understand how PCH Technologies can give them control.

*"I am a marketing guy, IT is just another skill for me. The less I do with IT and focus on Marketing, the happier I am. PCH Technologies is my savior," said Nathan Davis, Director of Marketing and Technology. "Technology is so vital to the company."*



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