



Managed IT Services for Accounting & Research Firm

PROJECT DETAILS

 Managed IT Services

 Mar. 2020 - Ongoing

 \$50,000 to \$199,999



"The depth of their expertise is the most impressive thing."

PROJECT SUMMARY

An accounting and research firm hired Dataprise for managed IT services. They oversee the company's IT environment, from data storage and infrastructure to equipment procurement and deployment and more.

PROJECT FEEDBACK

The company has achieved sophistication and modernization in data security and migration of servers to the cloud. Dataprise has been supportive to the client and provides guidance as the business moves forward. Moreover, they enable a successful ongoing partnership through regular project updates.



The Client


Please describe your company and your position there.


I'm the COO of the nation's leading accounting and research firm for non-profits and associations.


The Challenge


For what projects/services did your company hire Dataprise?

We wanted a more sophisticated service provider for all things IT from strategy and hosting to day to day and helpdesk support.

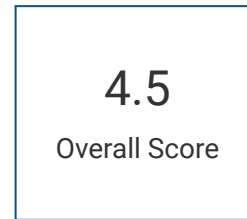
 Amy Horner
COO, Vault Consulting

 Consulting

 51-200 Employees

 Tysons, Virginia

CLIENT RATING



Quality: 4.5



Schedule: 4.5



Cost: 4.5



Would Refer: 5.0





The Approach

How did you select this vendor and what were the deciding factors?

We chose Dataprise based on best fit of 4 proposals we received and my history from working with them at a previous employer.

Describe the project in detail and walk through their service package.

Our Dataprise team overseas our IT environment from data storage and infrastructure, to new equipment procurement and deployment, to helpdesk services 24/7. I meet with my service team leads bi-weekly and we pay a monthly fee per user.

How many resources from the vendor's team worked with you, and what were their positions?

We work with several resources, from our designated team to a SharePoint expert to PC Depot.

The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

Our environment has come a long way in terms of sophistication, modernization, data security and migration from servers to the cloud. Dataprise has been supportive of our efforts and given terrific advice and guidance as we move towards "current".

How effective was the workflow between your team and theirs?

We started with weekly Teams calls and have moved to bi-weekly for our managed IT services. For project work, we have weekly progress calls until the specific project has ended.





What did you find most impressive or unique about this company?

The depth of their expertise is the most impressive thing.

Are there any areas for improvement or something they could have done differently?

Sometimes I would like more timely turnaround on communication or requests.

