BlueCotton

Challenge

A mid-size East coast financial services company, suffered from nagging issues and a higher than expected need for helpdesk support with day to day operations.

Although their needs were basic, they also had constraints and compliance requirements.

Solution

Blue Cotton presented an approach that centered around technology tools, user education and process/standards to streamline IT, root out recurring issues and ultimately have IT be a background function that runs without interruption.

Additionally, Blue Cotton met their needs, drastically increased their security and recovery posture, all without business interruption or onerous implementations.

Results

After moving to a fully managed services IT model Blue Cotton was able to gain the trust as their technical partner and invested in their technology. A shift in mind set took place to focus on best practices and suggested implantation instead of reactive, issue focused solutions

Key Takeaways:

- Embracing a full stack managed services offering drastically reduced the day to day need for break fix work.

- Implementing the recommended process and tools in conjunction with end user education led to happier end users and lower burden cost of IT

- Having trusted experts that evolve with an ever changing IT landscape allows for easy adaptable solutions and flexibility to get the most out of IT while maintaining standards