



Case Study: **Network Coverage Facilitates** **Growth & Operational Efficiency by** **Scaling Quickly & Effectively in the** **Events Industry**

Services:

- Desktop support
- Cloud migration
- Sunset of legacy hardware
- Implementation of new, more scalable data center
- Facilitation of technological consistency across multiple companies and locations

An event rental and services company found themselves facing fast growth, but without a technology partner they could rely on. Network Coverage helped to overhaul legacy systems and create a reliable, scalable technology model that could deploy to new locations quickly and efficiently.

Network Coverage was also able to lower operating expenses and improve operational efficiency, helping to save the company time and money. As a result of successfully scaling services alongside the company through fast growth, the private equity firm that purchased the event rental and services company now also uses Network Coverage as a standardized managed services provider for their portfolio companies.



Situation: Unhappy with Previous Managed Services Provider (MSP)

An event rental and services company in Massachusetts had a managed services provider who was unable to fulfill their needs. The company was frustrated with low-quality service and had long-response time for support and other issues. They were referred to Network Coverage by a happy client.

The company was experiencing a high level of growth and acquiring multiple new locations that lacked cross-location consistency. The company required a managed services provider that could take the existing systems and make them more effective, provide fast support and resolution, and scale consistent technology to new locations quickly and effectively.



Approach: **Create Scalable IT Solutions that can Deploy Quickly to New Locations**

Network Coverage first started their relationship with the event rental and services company by providing an in-depth audit of the company's infrastructure including an analysis of recommended IT improvements. Network Coverage used significant knowledge of the business vertical, end-users, and business processes to design a technology recommendation that would improve day-to-day business operations.

Network Coverage used the audit as a blueprint to migrate the company away from legacy hardware to a best-in-class hosted environment. Not only did this support the fast-paced growth the company was experiencing, but it also allowed Network Coverage to bring multiple locations into a single, consistent technology, streamlining operations and reporting while minimizing operational expenses. As part of the migration, the company needed a creative solution for their ERP.

The ERP platform the company was using had never been scaled beyond a single host, so Network Coverage customized the function of the software to span multiple hosts and support company growth.



Results:

4X Growth and Stable IT Solutions

IT response and resolution time. In addition, Network Coverage helped the company reduce overall operating expenses and drive operational efficiency. The IT efficiency contributed to the company being able to grow nearly 4X, scaling from 57 workstations to over 275. Network Coverage was able to support this growth by onboarding locations at a fast pace, allowing the company to grow at a faster rate.

The company was eventually purchased by a private equity firm. The private equity firm was impressed with Network Coverage's fast response time, reliable systems, and scalable solutions, and now utilizes Network Coverage as a managed services provider and standardization for all their portfolio companies.



About Network Coverage

Network Coverage is one of the fastest-growing IT services companies in the United States and is a leading provider of innovative managed IT solutions. They provide IT solutions ranging from cybersecurity and disaster recovery to managed IT services and cloud integration solutions.



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