

CASE STUDY

From Outdated Apps, Insufficient Backups, and Ineffective Security to a More Modern and Productive Business Operation

INDUSTRY

Real Estate

ORGANIZATION

Property Management
Company

LOCATIONS

Warwick, Rhode Island,
Maine, Georgia, Louisiana

SOLUTIONS

Managed IT Services
Project Work



REAL ESTATE COMPANIES IT MODERNIZATION

INTRODUCTION

For this multi-property management company, which has served its tenants for more than 30 years, the IT infrastructure for its various offices became too complex to handle under its existing IT model. Along with its corporate HQ in Warwick, Rhode Island, the company maintains offices for leasing and operations at properties in Rhode Island as well as Maine, Georgia, and Louisiana.

SITUATION

A new CEO, but several lingering IT issues

Prior to this company's acquisition and new CEO, Visual Edge IT had discussed Managed IT Services with different property managers. Those discussions, and the lines of communications they opened,

ultimately led to a meeting with the company's new leadership to discuss "all things IT." The meeting uncovered several issues, some of which had lingered for years.

- PCs and the main server were running on end-of-life operating systems and software.
- Windows and Microsoft Office products were not available to all users.
- Existing security software was not sufficient for the organization overall.
- Backups were performed on removeable USB drives and taken offsite inconsistently.
- The corporate office experienced frequent network Wi-Fi and internet outages.





To protect systems and data, SMBs are most actively turning to MSPs for antivirus software (57%), email/spam protection (53%) and file backup (49%).

Datto 2023 Global State of MSPs Report, survey

SOLUTION

Subsequently, Visual Edge IT held additional meetings with this company's CEO and leadership. The meetings culminated in a full network assessment and Managed IT Services program roadmap for new PCs, updated network devices, and other IT upgrades.

Roadmap for immediate and planned improvements

Working with the CEO and other stakeholders, the team from Visual Edge IT developed a roadmap of immediate as well as planned improvements for the company's IT infrastructure and technologies at its various offices. The improvements encompassed:

- Installing Advanced Threat Protection (ATP) on all systems to prevent cyber threats.
- Implementing a Datto backup solution to mitigate data loss on the company's existing data system.
- Performing a 1 to 1 replacement on all PCs.
- Installing the Microsoft 365 Premium Business subscription on all new end-user systems, ensuring up-to-date applications for office needs.
- Leveraging INTUNE for mobile device management and SharePoint for file sharing.
- Migrating the company's existing hosted mail exchanger (MX) record to a Microsoft 365 Exchange platform for better email/user management and security.

The improvements and Managed IT Services roadmap also included Visual Edge IT's expert help desk service support for all offices throughout the organization.

RESULTS

For this property management company and its multiple offices and staff, the solutions from Visual Edge IT resulted in a more reliable, efficient, and productive organizational operation.

- 99% network availability and faster file searches.
- Reduction in SPAM/Phishing emails and stronger security organization-wide.
- More secure and consistently scheduled data backups.
- More efficient PC performance and user productivity.
- User satisfaction for help desk service support with an NPS score of at least 30.

NEXT STEPS

Per this property management company's roadmap of planned IT improvements, Visual Edge IT will make these services available to support the company's various offices.

Helpdesk continued service support for all offices/users.

Desktop support and mobile device management.

Microsoft 365 support for updates/new apps

Regularly scheduled backups to better secure critical data

Enhanced security measures to combat ongoing Phishing.

Network performance checks on a scheduled basis.

Visual Edge IT works with organizations to achieve their goals by developing an effective technology strategy, managing projects and infrastructure, and providing on-going service and support.

Contact us to discuss your needs and our services.

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