WALSH
IT Group, LLC

When To Replace Your IT Provider: A Case Study

About International Facilities Management Association

International Facilities Management Association was first formed in 1980. As a non-profit organization, they focus on assisting facility managers with their daily operational responsibilities through the implementation of technology solutions.

Employing almost 70 people to deliver their solutions in virtually every country, IFMA runs a professional development line, produces its own publication, and provides a subscription service that provides member businesses tools for success.

Pain Points

Before IFMA formed a business relationship with Walsh IT Group, information technology was a major source of stress, especially when receiving support came into the equation. Their previous provider simply did not supply them with the level of service and commitment that was needed. An employee would be tied to their desk if they needed to report an issue to their IT support--and if the employee were to leave the conversation, the ticket would be closed without any resolution. In addition, their support was confined to the hours of 9 to 5, which didn't help if an issue were to manifest overnight. Rather than being a beneficial tool for them to use, IT was becoming a point of stress. The leadership at IFMA knew that it was time for a change.

Plan of Action

Chief Operations Officer John Perry had once worked for another company that had utilized Walsh IT Group as their information technology provider. When the reporting of the IT issues came to John's attention, he reached out and contacted Walsh IT Group to bid for their IT service needs.
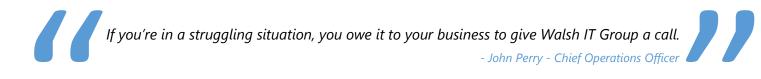
Once Walsh IT Group took over the IT management, everything--especially the engagement and commitment IFMA perceived--changed for the better.

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Solutions

Through Walsh IT Group's efforts, IFMA can rely on the technology that powers their global network, moving to a paperless, cloud-based approach. With the ability to reach out to Walsh IT Group whenever they need, IFMA can utilize their technology to allow their employees to work from home, accessing their technology integrations helping to keep their resources lean. As a free-form office, IFMA also needs their technology to allow for users to move around, so shared workstations and mobile computing is a must that Walsh IT Group helps them to accomplish.

Walsh IT Group also helps IFMA to achieve things that they would be unable to otherwise, such as optimizing their use of virtualized technology. Furthermore, Walsh IT Group has helped IFMA get the most out of their technology while consolidating their annual spend.

> *If you're in a struggling situation, you owe it to your business to give Walsh IT Group a call.*
>
> *- John Perry - Chief Operations Officer*

Results

The company's opinion of Walsh IT Group's services has been described as "phenomenal" by Perry, and they would absolutely recommend Walsh IT Group's services to other organizations seeking assistance with their IT.

In their eyes, there simply is no way to put a price on the improved satisfaction and engagement that employees exhibit with Walsh IT Group's support. Perry also expressed his appreciation for Walsh IT Group's always-there availability, and their willingness to help overcome challenges.

If you're looking for an IT provider who understands your company's technology needs and is willing to go the extra mile, keep Walsh IT Group in mind.

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