Strengthening hybrid operations with co-managed IT and custom SaaS solutions

Client

The client is a leading private equity firm specializing in technology and technology-enabled businesses in healthcare, education, and cybersecurity. With multiple locations across the globe, the firm's experienced team of investment professionals focuses on specific industry segments to maximize its value to tech-based companies.

Summary

Returning to onsite business operations and accommodating a hybrid workforce proved to be challenging for the client due to rapid company expansion and an unstable network environment across their worldwide office locations. They required a holistic technology approach to improve existing network connectivity, address bandwidth challenges, and manage complex business operations across their ecosystem. Dynamic implemented co-managed IT services with onsite staffing to tackle network connectivity and bandwidth issues, proactively perform software updates and patching, and provide comprehensive help desk services. Moreover, Dynamic integrated its Dynamic Resources SaaS-based portal for improved network management and cost savings.

Challenge	Solution	Results
The client required an experienced IT solutions provider to support its rapid expansion and return to onsite operations.	Dynamic partnered with the client to co-manage its revamped IT infrastructure and provide onsite staffing.	The client's in-house IT staff focuses on strategic business initiatives, and Dynamic oversees day-to-day network and IT challenges.
The client's wireless billing and inventory management system had become complicated and difficult to manage.	Dynamic delivered a powerful SaaS-based portal for management of the client's network performance, inventory, and billing.	The client achieved full visibility of its network with advanced project and account management capabilities and streamlined billing.
The client required a network solution to support a large-scale IT infrastructure overhaul and improve branch connectivity.	Dynamic implemented a robust, fully-managed SD-WAN solution with single-pane-of-glass monitoring for a unified view of the network.	The client improved the scalability and resiliency of its network, reduced complexity, and increased internet bandwidth.

Challenge

The client needed to improve its technology infrastructure and provide scalability to meet worldwide business growth. They struggled to keep up with company growth and disparate systems; it needed a customer-focused IT solutions provider to support its rapid expansion and return to onsite operations.

The firm lacked a reliable program for tracking IT service requests and tickets. They also needed to address a confusing, difficult-to-manage billing process for vendors. Managing technology systems and network information across the growing company's branches required a system to organize various products and services appropriately.

The client also needed to stabilize internet connectivity for its workforce returning to their offices and to support rapid team growth, ultimately seeking to scale up bandwidth and resiliency with an SD-WAN solution as the foundation.

Solution

The firm partnered with Dynamic Network Advisors to revamp and future-proof its IT infrastructure. Dynamic's project management experts oversaw solution implementation, and its support team ensures ongoing best-in-class service delivery. An account manager was put in place to address customer requirements around billing and service issues.

Dynamic deployed a powerful, customized Dynamic Resources portal, giving the firm full visibility of its network and locations, inventory and billing, and advanced project management and account team functions. The state-of-the-art SaaS-based portal enables the client to merge multiple carrier bills and review them for accuracy. Additionally, Dynamic onsite IT staffing provides improved help desk support, software updates and patching services, and tracking of service requests and tickets.

To address the client's pressing network and systems challenges, Dynamic delivered a secure SD-WAN solution with single-pane-of-glass monitoring to simplify technology management. SD-WAN enables businesses to navigate multiple network connection types between branches and deliver reliable network access, operational efficiency, and improved scalability.

Results

The client now uses Dynamic as their one-stop technology partner for all its hybrid infrastructure needs. Bringing Dynamic onboard to co-manage its IT systems enabled the client to meet the needs of its growing international teams. While Dynamic's experts oversee day-to-day management of the revamped technology ecosystem, troubleshoot network performance issues, and chase down carriers, the client's IT staff can focus more time on strategic business initiatives.

Using the custom Dynamic Resources portal, the firm can easily monitor network environments, inventory, and billing information for each of its international branch offices. The client achieved significant cost savings by improving its billing platform. Consolidating invoices and streamlining inventory management enabled the client to identify and cancel unused features and phone lines easily.

The client now enjoys improved onsite connectivity and dependable network performance at each of its locations. The implementation of SD-WAN improves network scalability and resiliency, while single-pane-of-glass monitoring reduces complexity of managing employees and securing their devices and data as the company continues to expand worldwide.

 "There's much less time spent chasing issues," said the firm's director of IT. "Our IT team now has the framework that allows them to focus more on supporting our company's growth. Dynamic Network Advisors understands our business and delivers excellent work and customer service. They will always be my first call."

Contact Dynamic today for more information on the benefits of SD-WAN,
wireless optimization, and custom SaaS solutions to support your organization.