

Blacktip virtually eradicates NAI Hallmark Partners downtime, improving productivity by 10x

Blacktip's business process and technology consulting drives results

Overview

The Need

The conversion from PC to Apple was not handled well, causing downtime, lost deals and lost monies.

A partner was needed to stabilize the environment and restore productivity.

The Solution

Blacktip executed on a plan deploying a next-generation network and simplifying data access.

The Benefit

Downtime reduced from one full week in 2012, to less than 10 hours for the past three years (over 8 hours were planned downtime).

Every business owner fears business downtime. NAI Hallmark Partners had their worst year with technology in 2012. The migration from PC to Apple was troublesome, their network was unstable and the basic software didn't work. There was a significant risk to losing key personnel.

Emergency

"We received a call in mid-October. You could sense the stress in the tone of voice. We knew we had a very real challenge ahead of us in resolving technical issues at Hallmark," stated Matthew Bookspan, CEO of Blacktip.

The Truth

The initial site visit showed some troubling and systemic issues. As an example, both the broadband and the network infrastructure were underpowered to handle the need of more than 30 users. Another key example included mail and calendaring. Simple tasks of sending and receiving messages combined with scheduling appointments were problematic.

"The NAI team had too much downtime. Blacktip resolved our issues and put us back in business."

— Dave Auchter, EVP & COO, NAI Hallmark Partners



“Those first interviews with different personnel showed some deep-seated trust issues with a technology provider. And given their experience, we could not blame any member of the Hallmark team,” recalls Matthew Bookspan. Further recollection reminded Matthew of the following: “We had a lot to prove and we knew it was going to be a costly venture for the client.”

Very few Technology Partners want to follow this type of situation, although Blacktip is an exception. The problem was well-understood, making the solution relatively easy to define and implement.

Solving the problem

“Imagine having to destroy your house’s foundation and build another one while not destroying the house itself,” says Matthew.

Over the course of two days, the network and server were rebuilt, the broadband was increased and users were able to work at a very fast clip.

Happy client

Once the initial resolution was implemented, the team at Hallmark were very pleased with the results as they were immediately noticeable. As Matthew remembers: “The NAI team no longer had to wait to access data. Email and calendaring worked as expected. The Internet speeds were now in-line with the number of users.”

“We could work again and the team felt confident in the partnership with Blacktip,” said Alex Coley, Principal of NAI Hallmark Partners.

Solution components

Services

- Blacktip Managed Services
- Google Apps Unlimited-as-a-Service

Hardware & Software

- Blacktip next-generation network

For more information

To learn more about Blacktip, please contact a Blacktip representative via phone (844-77SHARK), or visit the website:

Blacktipit.com.



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600 E Washington Ave
Suite 101
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Produced in the United States of America,
December 2015

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