



CASE STUDY

Outsourcing Frees up COO for International Expansion

Summary

A fully outsourced managed IT relationship, which freed up the COO to focus on more strategic initiatives around revenue growth and international expansion. The results have enabled Ardebili to expand to four offices on three continents.

Our Role

- Managed IT services
- Cybersecurity improvements
- Secure, cloud-based file collaboration
- User training and support
- Strategic IT budgeting and planning

The Challenge

Ardebili Engineering is a full-service mechanical, plumbing, and electrical engineering firm, with headquarters in Scottsdale, AZ and operations in the United States, Turkey, and Mexico. The company was founded in 2014 and employs roughly 52 staff across their four office locations.

When the company was smaller, Ardebili's COO, Tatiana Ramirez, managed the company's information technology (IT) internally. Providing internal support was a large burden on Ramirez and consumed a lot of internal time and resources. With big growth plans on the horizon, Ramirez was anxious to find an outsourced IT solution.

Before partnering with Snap Tech, the company also relied on off-the-shelf SaaS solutions like Dropbox and was becoming increasingly concerned with cybersecurity risks as they expanded geographically.

The Solution

Snap Tech IT delivers fully managed, outsourced services to Ardebili. Now, instead of the COO being consumed with IT concerns, the team at Ardebili turns to Snap Tech for everything. Snap Tech delivers help desk support, proactive management and maintenance, cybersecurity services, IT modernization projects, strategic IT budgeting and planning, and more.

With Snap Tech's support, the company has raised the bar on cybersecurity by deploying Application Control with Threat Locker to defend against malware and ransomware attacks. The company has also migrated from Dropbox to Egnyte, for highly secure, cloud file sharing for their global workforce. In the deployment phase for both of these projects, Snap Tech set a new standard for user training and support to streamline the adoption of these new technologies.

With personalized service from their Account Manager Nicole and vCIO Todd, COO Ramirez now receives quarterly and annual technology strategy updates. With a well-organized IT planning roadmap, Ardebili can align their multi-year IT plan and budget with their strategic growth plans.

The Results

Partnering with Snap Tech IT has enabled Ardebili's COO to focus on growth and international expansion. Snap Tech has helped Ardebili raise the bar on cybersecurity, giving the Ardebili leadership team peace of mind and the bandwidth to focus on their strategic growth goals.

