




CASE STUDY

IT Pros Management Leverages Microsoft Technologies and Top-Notch Customer Support to **Shift Clients to a Remote Work Environment**



 (866) 487-7671

 www.itprosmanagement.com



 Microsoft
Silver Partner

About IT Pros

IT Solutions for Businesses and Non-profits

IT Pros Management has been providing top-notch IT support and services to hundreds of businesses and non-profits since we were founded in 2011. Our mission is to deliver the highest quality consulting, maintenance, and support services to our clients to make IT an integral component of their streamlined operations strategy. We are proud to be a Microsoft Silver Partner — exclusively available to companies like us who have met strict partnership criteria — offering world-class support and solutions backed by the resources and partnership we have with a giant in the IT industry. Our solutions are cost-effective, easy to implement, and are always geared towards maximizing our client's productivity and profitability.

About Our Clients*

Health Care, Logistics/Transportation, Non-Profits, Legal Firms and Manufacturing

Our clients featured throughout this story come from various industries (health care services, sustainable transport and logistics services, legal firms and non-profits focused on community service or social justice), but all struggle with similar IT-related problems that consistently have negative impacts on their businesses. No matter which industry they operate in, all of them recognized that without a solid back-end infrastructure, their company missions couldn't be achieved.

*Business names have been blinded to maintain client confidentiality




Client Challenges

Lack of Remote IT Setup, Support, and Infrastructure

When COVID-19 arrived, very few businesses were already prepared and equipped to handle a rapid shift to a remote-only work environment. Our clients were tethered to their existing in-office setups for data access or security measures, making their remote workflow feel insecure, low-functioning, and under supported. Additionally, each client had ongoing concerns related to technical support and overall management of their current IT systems in place.

To address the significant challenges brought on by the pandemic, our clients sought a more consistent, professional, and effective IT experience. They needed a technology partner that had the know-how and ability to move their IT infrastructure from in-office servers to a system that was cloud-based and modernized to keep up with the demands of working remotely in 2022. Lastly, our clients needed a solution to address the gap in their cybersecurity efforts — data protection is key — so they contacted us to begin the process of cleaning up and securing their IT systems.

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Solutions

Custom Microsoft SharePoint, Azure, and Power Solutions

In order to deliver the most well-rounded solution for their challenges, IT Pros implemented a suite of Microsoft-based services to make IT integration, management, and support more seamless and effective. We used a three-pronged approach that included using SharePoint, Azure Active Directory, and Power Automate to accomplish our goals.

First, we started by integrating a SharePoint-based solution to help migrate our clients' data to the cloud. We wanted to create a solution that allowed easy access on-site and remotely, all while providing their teams with a secure system that allowed for collaboration with external sources and applications.

SharePoint would allow our client to:

- Manage all of their corporate content (including RFIs, marketing materials, financials, and so on)
- Develop a dynamic website and company intranets that keep users informed and updated about what's happening in their business
- Create business processes dedicated to automating workflows and other mundane tasks.


When set up specifically for our clients, SharePoint would keep their information secure, help their organization operate more collaboratively and effectively, and help reduce the number of resources needed to complete repetitive, monotonous tasks.


Second, we implemented Azure Active Directory (Azure AD) — a cloud-based identity and access management service — to provide our clients with centralized two-factor authentication for their employees' devices. Their services make accessing external resources — such as Outlook, Microsoft 365, and thousands of other SaaS applications — much simpler for our client's employees. Azure AD is the perfect solution to make the life of an IT administrator much easier and less hectic.

Third, our team worked hand-in-hand to develop custom-tailored automation solutions for every client's workflow challenges via Power Automate (Power). Since so many of our clients have rinse and repeat tasks as part of their workflows, Power enabled us to:

- **Automate their workflows with enhanced speed and security.** We empowered our clients to build automated processes within Power that use very low amounts of code, easy-to-use drag-and-drop tools, and hundreds of pre-built connectors to automate their tasks.
- **Boost their companies' productivity and efficiency.** Power's recording and visualization tool, Process Advisor, provides our clients with guided recommendations for what they should automate in their business and how to do so.
- **Use AI to automate processes.** With Power, our clients can process forms and paperwork using AI, rather than manually processing approvals, spell-checking, etc.

With our Microsoft-driven solutions in place, our clients saw immediate results and improvements across the board.

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Results

Individualized Support, Streamlined Workflows, Fewer Business Interruptions

Once our team had implemented all of the necessary and relevant managed IT services, our clients were provided with one-on-one IT support experience to address any individual challenges they were still facing. We recognize that every business has unique and ongoing needs, so we use the end user's pain points and problem areas to provide feedback-driven support.

Now that our clients were up and running with Microsoft SharePoint, Teams, and Power BI solutions, their effectiveness in operating a remote business was significantly improved. They were able to seamlessly communicate with their teams, keep data and information confidential and secure, and minimize work stoppages due to IT system glitches, failures, or lack of troubleshooting assistance.

We're extremely proud of the impact our IT Pros solutions made on our clients and look forward to providing ongoing support to their teams for years to come.



Hear From Our Clients

Satisfied Customer Testimonials

"Before IT Pros Management, time tracking was difficult and inefficient. The IT Pros team helped us implement better time tracking tools so that our customers had the information they needed on time. If you're looking for tools to work faster and smarter, IT Pros Management is your team!"


----- **-Vice President, Logistics Client**


"With the team members at IT Pros Management, we always get the one-on-one assistance we need on-site instead of lengthy phone calls or remote troubleshooting. We rarely got that service with former IT firms. The personal touch makes all the difference!"

----- **-CEO, Home Health Care Services**

"Our organization is changing and adjusting our demands all the time. Working with us is not for the faint of heart in IT. Randy and the team at IT Pros Management are professional and flexible, no matter what we throw at them. When you don't know what's going to happen from one day to the next, having a reliable IT team like IT Pros is the only way to go. We can't recommend them enough."

----- **-CEO, Non-Profit**

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