LEAP
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CASE STUDY
Tipton Utilities

"LEAP is professional, responsive and very knowledgeable. They help ensure that our company is always being proactive instead of reactive. They are always on time and are very detail oriented."
- Rex Boyer, Utility Manager

HELPING A COMPANY TRANSITION TO A NEW FACILITY AND REDUCE DOWNTIME.

CHALLENGE

Tipton Utilities had a technology system that was generally in working order and was being handled by a very small technology company in Indiana. However, the issues arose when their systems went down and the company would take a lot of time to get everything back up and running. That made things very difficult on Tipton Utilities because they rely very heavily on email, internet and technology to keep the business operating as efficiently as possible. Any downtime has a significant impact. Tipton Utilities also wanted a technology provider that had more knowledge of technology trends and insights, thus being able to ensure they had the right solutions in place.

SOLUTION

Tipton Utilities vetted many I.T. companies in the area. But what they loved about LEAP Managed I.T. was the structure that they had in place. They knew that LEAP Managed I.T. would meet their basic requirements for a managed I.T. provider, like having a backup solution in place and company email, but also was able to provide an array of value-added services such as quarterly technology evaluations and quick response time. Tipton Utilities also had a large office relocation in the works that they needed to have handled by a trusted partner, which they felt confident that LEAP could easily handle. With LEAP's track record, Tipton Utilities knew that LEAP would be able to manage the job effectively and minimize the downtime during the relocation.

80% **80%** **90%**

TECHNOLOGY ANALYSIS
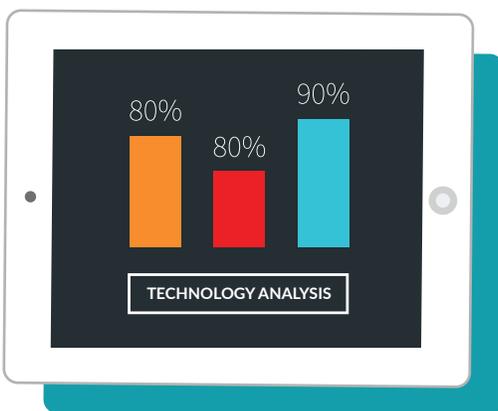
RESULTS

The Tipton Utilities' move to their new facility went smoothly with no major issues. Prior to the move, LEAP Managed I.T. was able to send a team out to the new facility to get all the prewiring completed and in place before moving day. LEAP Managed I.T. was also able to get all of the equipment moved in and assisted in solving any issues that arose during the transition. Response times for support tickets were also greatly reduced. When an issue arises, LEAP Managed I.T. is able to login into Tipton Utilities' computers remotely and are able to resolve the issues or bugs quickly. If it is an issue that needs onsite support, Tipton Utilities can count on LEAP be there to help them fix the issue.

Other solutions and results include:

» *Business Class Email Platform. LEAP Managed I.T. was able to conduct a full email system migration to LEAP Managed I.T.'s hosted email platform. Tipton Utilities now has the ability to access their email from anywhere, as well as utilize the shared calendar features with other employees.*

» *Redundant Offsite Backup Capabilities. LEAP Managed I.T. was able to implement their hybrid Backup, Disaster, and Recovery solution. This means that their server is now backed up hourly on a local appliance, as well as in 2 redundant U.S.-based data centers. By using this new backup system, we can virtualize their server within minutes in the event of a hardware failure or natural disaster.*

» *Quarterly Technology Evaluations. Every quarter, the teams at LEAP Managed I.T. and Tipton Utilities come together to review technology performance. This gives Tipton Utilities the opportunity to see what issues arose and how those issues were handled. This also gives Tipton Utilities the ability to ask questions, stay current on technology trends, and be more aware of their technology systems.*