ConnectedOffice™ Success Stories

INDUSTRY - CONSULTING FIRM

The Customer

Established in 1990, Municipal Tax Equity (MTE) Consultants Inc. is a 20-employee private sector consulting firm headquartered in Georgetown, Ontario that provides assessment review expertise and taxation support services exclusively to municipalities to facilitate the preservation and enhancement of their principal source of revenue - the municipal tax base.

Acknowledging that insufficient resources have made it difficult for local levels of government to respond to the increasing complexity of the assessment and property tax system, MTE has developed an extensive dossier of services to satisfy the assessment review and tax policy support service needs of its public sector clients. By outsourcing this type of function, municipal governments can have readily available to them a cost-efficient means to procure the resources and expertise necessary to effectively manage and administer their assessment and tax base. Over the last decade, MTE's involvement in assessment and taxation matters on behalf of local government has led to the evolution and development of a diversified portfolio of assessment and taxation services.

The Situation

Over the years MTE has increasingly become more reliant on information technology (IT) to compile, collaborate and communicate various types of confidential client and corporate data. The criticality of IT to the business convinced MTE to hire an internal technical support person to manage the network, desktops and applications. Many of the 20 team members of MTE would be categorized as advanced users of technology. As such, having an internal resource dedicated to supporting their complex daily requirements worked well for the business.

Early in 2007, the internal IT administrator left the company. This left the business having to make a choice of replacing the annual salary or look at other alternatives. About that same time, local Utility Service Provider, Ormac Inc. of Georgetown, contacted MTE to discuss the Connected Office™ menu of managed IT services.

The Solution

The Utility Company presented MTE a new alternative to either an internal resource or the typical break-fix outsourcing option for small and medium-sized businesses (SMB) available in the market. The Connected Office "managed" level program provided MTE with:

- **1-866-My-Utility (698-8454) Live Helpdesk** – to support end-users with secure remote access to their network and desktops for on-demand service and training.
- **Remote monitoring and management** of their network, desktops/laptops, security and data-back-up 24x7.
- **Security & protection** – ongoing anti-virus and patch management service.
- **Online backup and storage** – remote backup of servers, desktops and laptops
- **Asset & lifecycle management** – tracking of all hardware and software assets, including updates, usage and compliance.
- **Onsite Service** – emergency support, onsite maintenance, end-user training as required.
- **Network Assessment** - in-depth analysis of current technology versus business needs, including spending and utilization.

It is important to point out that the combination of the 1-866-My-Utility (698-8454) helpdesk and the Utility Service Center remote monitoring and management platform results in the majority of MTE's support incidents being detected and resolved remotely - no downtime or onsite service call. Basically they are paying for uptime instead of just break-fix technician time!

Connected Office™

The Result

Moving to The Utility Company's fixed fee managed service program allowed MTE to realize significant savings on IT operations and management, which could be re-invested in revenue-generating initiatives for the business. In addition, end-user productivity has increased dramatically as a result of Utility University's "how-to" training of common problems trended by the monthly analysis of support incidents. Going forward, the company looks to virtualize more of its current infrastructure, as well as improve on its communications and mobility capabilities through The Utility Company.

Customer's Thoughts

"We signed on with The Utility Company when our IT support person left, resulting in a 60% annual savings in our technology services," stated Greg Powell, President and CEO of Municipal Tax Equity Inc of Georgetown, Ontario. "We are very pleased with the level of onsite and remote support we have received along with the predictability of fixed fee managed services for our network, desktops, security and data back-up. Moving from the convenience of an internal IT resource to the Utility service model has been a smooth transition and one I would recommend to any company under 50 employees."

Utility's View

"The traditional break-fix model is how 90% of today's small and medium-sized businesses consume technology, mainly because most people don't know our level of service exists. Unfortunately, the old model is about businesses paying a service provider or technician to put them back where they were yesterday," stated Mark Scott, President of The Utility Company. "Our model focuses on providing businesses with the ability to stabilize IT operations and budget while improving predictability and utilization - any new investments in technology are geared toward expanding revenues and streamlining business processes and costs."

There is a NEW WAY – join The Utility Revolution!

The Utility Company is a single-source provider of technology, communications and business management solutions for small and medium-sized businesses across North America. Our Connected Office Technology-as-a-Service program provides a single point of contact for ALL things technology delivering the required hardware, software and service for a monthly fixed fee per user. Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to address the two major problems plaguing businesses today:

Over-Spending - the average business spends **$360 per user per month** on technology

Under-Utilization **– unfortunately** **only 15%** of this investment is actually utilized

Our mission is to ensure our customers only invest in the technology they require to **operate**, **communicate** and **manage** their business effectively. **Our vision** is to transform information technology into what it should be – ***a utility***.

The UtilityCompany™ Technology-as-a-Service™