

Case Study: Energy Industry

Quotes by Skip Goodwillie, Manager of Consulting Services, Richmond

The Client:

A wholesale power supplier to 12 electric distribution cooperatives that serve nearly a half million homes and businesses on the east coast.

The Challenge:

To provide the breadth and depth of knowledge and expertise to augment The Client's internal IT staff in servicing multiple site locations providing 24x7 uptime.

The Solution:

The PLANIT team implemented an alternative staffing model and brought in supplemental expertise to service manage products and processes The Client already had in place. Additionally, PLANIT implemented and managed hardware for storage needs, provided network services and help desk analysis.

"We always have one end game in mind...to be the trusted advisor for our clients. We have reached that with this Client and have become their only vendor of choice for variety of needs from networking to desktop performance to help desk analysis. Being able to truly partner with The Client in bringing to bear the solutions they need for their business is what we're all about and what brings the most satisfaction for me and the entire PLANIT team. "

The Benefits:

- One point of contact to achieve multiple IT solutions - product, people, and process based.
- Ease of use and cost efficiencies from better consolidation of resources.
- Access to PLANIT's subject matter experts to address specific issues, whenever needed.