



## How We Scaled Our IT Costs and Saved Thousands in Productivity - *By Moody Rambin*

After experiencing IT problems that caused ‘tens of thousands’ in lost productivity, Moody Rambin Interests, Houston’s largest locally-owned, commercial real estate brokerage firm hired IsUtility®. The following case study - *written by employees at Moody Rambin* - illustrates the results.

### The Challenge

Our [previous] network was not in a secure environment physically or from viruses, hackers and the like. We owned our servers and were constantly having to address other issues that caused us tens of thousands of dollars in lost productivity. The frustration level was intolerable. Another IT provider was offering solutions that were very costly and did not address our philosophy of being in the real estate business - not the IT business.

We worked with several IT vendors, from small shops to fully-staffed help desks. Typically they would work well in the beginning but after a while it would feel like we were right back where we started. This has not happened with Xvand.

### The Goal

We have building porters that only require an email account and real power users that require heavy graphics and accounting programs. Our company has several locations in Houston and access the network remotely. Our servers were not well managed and were crashing two or three times a week. It was critical that we move to a stable system with the ability to customize for each user.

### The Results

They bring so much to the table, it is hard to pinpoint one or two things. The peace of mind that you have nightly backups and a secure environment is huge. They really raise the bar to the next level, and are always working to improve their network and processes.

We work in a secure, stable environment saving us lost productivity/revenue. We are now more proactive in the management of our network and less reactive. We know what it is going to cost up front, and spend less because we don’t have to purchase the [servers or the Microsoft] licenses. They manage the updates and troubleshoot all of the problems.

*An absolute must. It is hard to pinpoint one or two things that they offer. You put the key in, turn it on and go. We work in a secure and stable environment saving us lost productivity/revenue. We are finally able to concentrate on our core business of real estate.*

- Janna Coleman, Moody Rambin Interests



### Summary of Benefits

#### Disaster Preparedness

*“It is crucial that we have access to our data in the event of a catastrophe. [With IsUtility®] we never missed a beat during Ike.”*

*“Our data was safe, secure and accessible. We have clients all over the U.S. who were impressed with the fact that we were still operating while everyone else was down. This is a great selling point in our new business development.”*

#### Scalability

*“It makes our costs scalable. If someone leaves, we simply disable the user and the cost goes down. This also gives us the ability to customize the programs for each user. Not everyone needs the same apps, so we only pay for what we use.”*

#### Support & Expertise

*“By far the most knowledgeable and professional group with which I have worked. The level of professionalism is amazing. We have a challenging set up because of the multiple locations and types of users. If we have a special request, they go the extra mile to make it work for us. It is indeed a pleasure to work with them.”*