



"I would definitely recommend Squartree. They are always on time and complete things very quickly. Squartree let us know from the beginning 'Tell us what you need and we'll get it done.' They have absolutely stayed true to their word and exceeded our expectations."

—MICHELE SWEET,
WGBCO

QUICK STATS

COMPANY:

Warren G. Bender Co.

INDUSTRY:

Insurance/Financial

ABOUT:

Founded in 1938, Warren G. Bender Co. is one of the largest independently owned brokerages in the Sacramento Region.

SOLUTION:

ProactiveIT² Platinum

NUMBER OF SITES:

1

WORK STATIONS:

35

ProactiveIT² Platinum: AN AFFORDABLE, ALL-INCLUSIVE IT SOLUTION

CUSTOMER PROFILE

Warren G. Bender Co. provides a wide-range of insurance and risk management solutions for businesses and individuals. In order for them to continue delivering the outstanding service their clients require, they needed a reliable remote IT service that was not only affordable but could also virtually eliminate downtime, provide a secure network and assist them with choosing software and products that would be the best fit for their business.

THE CHALLENGE

Originally, WGBCO had one full-time in-house IT staff; however, they wondered if a company their size really had the need or workload for a full-time, in-house employee, and if there could be a more affordable option. They felt that outsourcing to an experienced IT company with a history of providing remote IT services would be a better fit for their company.

WGBCO decided that Squartree IT Projects was the best choice to provide the service because their suggestions encompassed all of their IT needs. Also Squartree's breadth of knowledge and experience in addition to their range of remote IT offerings helped make WGBCO's decision extremely easy.

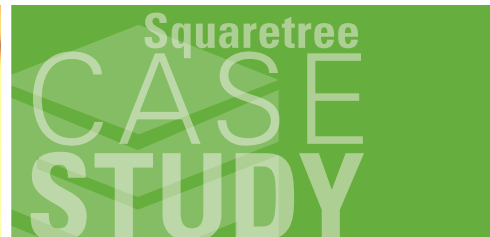
SQUARTREE'S SOLUTION

Squartree thoroughly analyzed WGBCO'S requirements and equipment. They explained the technical terms in a clear and concise manner for the busi-

ness leader of the company. After their analysis, Squartree recommended their ProactiveIT² Platinum program, their premium IT service, which includes remote monitoring and alerts through the Squartree 24/7 Network Operations Center, Patch Management and Squartree Service Desk Support. Aside from a customized solution, the Platinum program provides WGBCO with priority service. WGBCO was extremely impressed in the fact that they received a variety of services in one package for a fixed rate and that Squartree didn't try to upsell them on additional products or services.

Once Squartree began their service they first mapped the servers and spent time at WGBCO's office, approximately six hours per week, to make sure the transition went smoothly and everything was running perfectly. WGBCO was surprised and pleased with Squartree's accessibility. If an issue arose, Squartree was readily available and easy to contact. Michele Sweet, Controller, noted, "We would call them at 7AM in the morning and they would respond right away. Squartree has always been readily available to solve any issues that arise."

Since Squartree has taken over WGBCO's IT, the company has noticed increased efficiency and decreased downtime. Before Squartree, they had issues with the servers going down every few days. Now they rarely have any issues and their servers are so stable that Squartree is now helping them look at



other ways they can increase efficiency. Squaretree even helped WGBCO identify phone carriers that would work more efficiently with their systems.

Squaretree is also continuously helping WGBCO to evolve their business to stay in touch with current trends and keep their competitive edge. WGBCO does not foresee going back to an in-house IT staff because Squaretree is saving them money and progressing their business. WGBCO is also extremely satisfied with Squaretree's customer service and would definitely recommend them to other business owners. According to Ms. Sweet, *"I would definitely recommend Squaretree. They are always on time and complete things very quickly. Squaretree let us know from the beginning 'Tell us what you need and we'll get it done.' They have absolutely stayed true to their word and exceeded our expectations."*

THE BENEFITS

- **Greatly Reduced Downtime:** WGBCO was experiencing a downtime issue every several days. With ProactiveIT², their downtime problem has virtually disappeared and they are now looking at innovative ways to further increase their company's efficiency.
- **Premium Desk Support Service:** WGBCO is extremely happy with Squaretree's prompt service and easy accessibility. The priority service that ProactiveIT² Platinum provides is integral to WGB maintaining a worry-free network.

- **24x7 Network Monitoring:** ProactiveIT² automatically examines the critical health of WGBCO's devices and applications to ensure everything is functioning normally.
- **Failure Notifications:** ProactiveIT² provides immediate notification of any network problems and enables Squaretree's IT staff to be proactive rather than reactive about any issue. Squaretree staff can be on site to fix something before it's a serious problem.
- **Cutting Costs:** WGBCO previously had a full-time IT person but realized that it was an unnecessary expense because of the size of their business. Also, they were looking for ways to reduce costs. With ProactiveIT², their IT is supported for less than the cost of a single in-house IT professional and have vastly improved their IT network.

THE RESULTS

WGBCO believes they made the best possible decision by eliminating the full-time IT position and choosing Squaretree's remote IT service, ProactiveIT² Platinum. They have been able to greatly reduce costs in a down economy and find a solution that was a perfect fit for their company's size. In addition, Squaretree has been able to make WGBCO's network more stable, with greatly reduced downtime and more efficiency.

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