

## SARCOM Provided a Communications Group with a Managed IT Outsourced Solution

**The Challenge:** A communications group needed an Enterprise Technology Partner to take over and manage their technology lifecycle.

The client is the top direct response and fundraising agency in the USA. The client services include strategy, creative, database management, response analysis, predictive modeling and testing, list research and brokerage services, production and mailing services. Some of their clients include The Salvation Army, American Red Cross, Cancer Hospitals (including Johns Hopkins, Moffitt Cancer Center and Roswell Park), Sheriffs' Associations, Children's Hospitals and Humane Societies.

**The Solution:** SARCOM implemented a custom Managed IT Outsourced Solution for the client.

The client required a Partner to provide constant innovation, nationwide reach, end-to-end capabilities, solid partnerships, and most importantly, a diehard commitment to customer satisfaction. SARCOM has been helping organizations create a competitive advantage, increase revenue opportunities and reduce costs through expertise in the application, delivery and support of technology solutions in mission-critical industry environments. Beginning in March 2003, SARCOM worked with the client to hire existing personnel and supplemented the team with SARCOM staff to create a custom IT support scenario to meet the client's needs. SARCOM placed five engineers in at the client's Atlanta, GA location. The benefit to the client is SARCOM's breadth of expertise, training resources, and commitment will help the employees in the long and short term, and this directly translated to better services for the client and its employees.

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In addition to the onsite staff and operational service support, SARCOM provided the following Consulting Services through SARCOM's high-end Consulting Practices:

- Enterprise Storage – EMC SAN Implementation Project
- Storage Migration and Consolidation Project
- Enterprise Back-up Health Check Project
- Active Directory/Exchange Server 2003 Implementation and Migration Project
- Server Consolidation and Move Project
- ADC Connector Remediation Project
- Datacenter Move - Project Management
- MBS - Project Management
- Perimeter Security Assessment Project
- VPN Tunneling Project

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