

"A NEW PARTNERSHIP":

Needing Faster Turnaround And Higher Service Levels, Warehaus CFO Partnered With IntermixIT And Saved 35% In IT Costs



Company Name:

Warehaus

Name & Title:

Tim Workinger, CFO

Location:

Pennsylvania


Website:

Warehausae.com

Industry:

Architecture & Engineering





Warehaus, an award-winning architecture, engineering, and design firm, is no stranger to offering quality services to clients. So when it came time to select a trusted vendor for their internal information technology needs, fast turnaround and high service levels were top priorities. Tim Workinger, the CFO of Warehaus, worked in the IT space for several years. Familiar with how managed service providers operate on a general level and privy to more background in the field than most leaders in the AEC space, he was well-equipped to lead the charge in selecting an MSP for Warehaus. IntermixIT wasn't the only bid the team reviewed, but in the end, it made the most sense for the company. "Comparing the quotes, IntermixIT wasn't the cheapest, but I'm a firm believer in 'You get what you pay for,'" explained Tim.

When Warehaus bids on projects in its industry, it's not always the cheapest solution offered to clients. Working with intricate mixed-use residential designs, implementing modern interior design techniques, and preserving historical buildings aren't areas where costs should be cut. Because of this dynamic in the AEC field, the team at Warehaus wasn't intimidated by the idea of paying for quality IT services.

NOTICING THE DETAILS

"The welcome package IntermixIT gives to each employee is very creative. A mousepad with all their contact details was included. It was simple and a great touch," Tim recalled. In the business of design, the team at Warehaus is very familiar with going the extra mile and focusing on the impact of small details on a finished product. With IntermixIT, it quickly became clear that the two organizations had a mutual passion for details.

Attention to detail wasn't their only shared value. From the jump, it was obvious that IntermixIT was a dynamic, evolving company that could keep up with the needs of Warehaus through growth and change. "Human nature is often resistant to change, but we wanted a partner to bring something different to the table. With remote workers, we had to ensure our servers would be safe," Tim said.

Based in York, Pennsylvania, Warehaus and its 40 employees serve clients in eight different states. Whether it's a structural engineering project in one state or a historical preservation project in another, the team at Warehaus needs to be able to work from anywhere. In today's landscape, that means

securely accessing the internet from all over the US, opening large .RVT files in a matter of seconds, and seamlessly connecting to the team at HQ. Without IntermixIT, none of it would be possible.

THE COST OF DOWNTIME

"We're in the professional services industry," said Tim. "For that reason, it's crucial that we don't have downtime." Charging clients by the hour means that every hour counts. To provide the level of value their clients need, Warehaus requires its service providers to keep things running as efficiently as possible. If project plans cannot be communicated or if design changes are needed, Warehaus' expert team members don't have time to troubleshoot connection issues and IT challenges.

"One of the things that sold us was addressing tickets quickly," Tim shared. Part of IntermixIT's value proposition is its record-fast turnaround time—service tickets are addressed in under three hours. Even if the issue takes more time to solve, someone from their team will make contact with the issuer, start a plan of action, and provide a completion estimate within the three-hour window. "Not only did our service level go up with the switch but we saved about 35% in just one year on IT spend," says Tim.

While measuring the monetary savings is critical in any business, it isn't lost on Tim that this level of service is helping him preserve something even more valuable: his employees' happiness. "I do not want employees to worry about IT issues. When systems are running smoothly, employees are happy," said Tim.

BUILDING A PLAN, STICKING TO BUDGET

Cybersecurity and technology are constantly evolving, and for businesses, it can be hard to keep up without facing astronomical costs and complicated implementation projects. When Warehaus began working with IntermixIT, there was no two-factor authentication, the firewalls weren't as strong as they should have been, and many IT assets were dated.

With a comprehensive plan, a reasonable fee schedule, and a committed team of experts, IntermixIT got Warehaus up to speed, prepped its IT infrastructure for the future, and provided the level of service that was promised. "You should rely on your vendors for their expertise so you can focus on your expertise," Tim stated. "We're not IT professionals, so we hired an IT company that we can depend on to deliver. IntermixIT meets and exceeds every expectation we had." ■