

A manufacturing company seeking a managed services provider for automating routine IT tasks and enhancing security turns to Thrive.

CASE STUDY



## VERTICAL

Manufacturing

## SERVICES

- ◆ NextGen Managed IT
- ◆ End User Support & Security
- ◆ Managed Azure & Backup
- ◆ Managed Infrastructure
- ◆ Managed Office 365
- ◆ Pre-scheduled on-site quarterly visits

## CHALLENGE

A manufacturing firm was seeking a new Managed Services Provider (MSP) to scale its leadership needs. The previous MSP failed to act with urgency after a minor breach occurred. The firm also needed a NextGen MSP to solve IT business challenges by automating routine tasks and securing IT operations.

## SOLUTION

Thrive was selected because of its innovative platform, automation, best-in-class cybersecurity, and NextGen technology services with the ability to scale. Thrive's Account Management, or "pod" model, which includes virtual CIOs, Client Engagement Managers, and Account Executives was also key to the company choosing Thrive. Thrive implemented NextGen Managed IT, End User Support & Security, Managed Azure & Backup, Managed Infrastructure and Managed Office 365. Managing these services through The Thrive Platform, powered by ServiceNow, allowed the company to deliver better service with less time and effort.

## RESULT

By making self-service easy and automating frequent manual tasks, like password resets or new hire provisioning, The Thrive Platform enabled the company to free up staff and resources for its core business objectives. The partnership with Thrive, a NextGen MSP with a white-glove service approach, was imperative for the company's plans to double in size over the next 18 months.

## How can Thrive help your business?

Thrive is a leading provider of outsourced IT Infrastructure designed to drive business outcomes by helping you get the most out of your IT.

To learn more about our services, contact us at 866.205.2810 or [info@thrivenetworks.com](mailto:info@thrivenetworks.com)