



# CASE STUDY

An electric cooperative chose Thrive to improve IT infrastructure with ticketing efficiency and updating missing and failed patches.

## CHALLENGE

The electric cooperative had a small in-house IT team and needed to outsource areas with critical gaps. The ticketing system needed organization as requests were getting lost, and the company could not track them, which resulted in zero visibility into service and support. The utility company also had serious security risk concerns because it couldn't keep up with server patching gaps for IT systems and lacked the manpower to manage them.

## SOLUTION

The electric cooperative selected Thrive because of our detailed processes and service to fill these critical IT gaps. The Thrive team assessed the utility company's critical needs and quickly deployed Managed Patching to reduce security risks and eliminate outages. Thrive also created a process with the ticketing system so the company can have total visibility into issues and the amount of time spent on resolving them. In addition, the Thrive team deployed Microsoft 365 Backups, which solved the utility company's challenge of not having the time, resources or experience to execute.

## RESULT

As a result of the partnership with Thrive, the electric cooperative has experienced increased security and efficiency while reducing the strain on the in-house IT team. Thrive's Windows Desktop Deployment service has been a tremendous time-saver for the utility company's IT team, allowing it to focus on more important business tasks. The utility company plans on growing with Thrive and adding more services in the near future.



## Utilities

### Services

- Managed Patching
- TransformIT Case Management Tenant
- Managed O365 Backups
- Technical Advisory Services
- Windows Desktop Deployment

How can Thrive help your business?

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

