

# A Client's Need to Scale Brought Data Technology Brokers to Thrive



Data Technology Brokers (DTB) was tasked with helping a rapidly expanding multi-site healthcare organization specializing in pain management. Experiencing significant growth both organically and through mergers and acquisitions (M&A), the organization was at a crossroads. Vendor sprawl, resource limitations, and compliance requirements are challenges when addressed one at a time, but in this case, everything needed to be tackled all at once.

## Security Posture

As the organization rapidly scaled from 50 to 100 locations in just eight months, securing its infrastructure and closing existing security gaps became critical priorities. The client sought end-to-end support to pinpoint high-risk areas requiring immediate attention, ensuring that their growth remained sustainable and fully compliant with industry regulations.

## Deep Dive into Details

Understanding the magnitude of the challenge, DTB introduced the client to several Managed Service Providers (MSPs). Thrive distinguished itself early on by presenting a team of subject matter experts who demonstrated a thorough understanding of the client's business landscape. At the first meeting, Thrive showcased their commitment by assembling a group of experts who were deeply engaged in learning about the client's unique needs.

As the partnership evolved, Thrive and DTB met with the client's board, this time with key members of Thrive's executive team present. This strategic collaboration addressed every question and concern, leaving no stone unturned. This assurance enabled the client to proceed with confidence, knowing they had a partner who was genuinely invested in their success.

## Thrive's Solution

Thrive delivered a multifaceted and holistic IT solution tailored to the client's intricate needs with the following components:

- Comprehensive Vulnerability Scanning and Penetration Testing
- Robust End-user Security, leveraging top-tier solutions like Harmony and DNSFilter
- Managed Patching and proactive Managed Detection and Response (MDR)
- Strategic Incident Response and Recovery (IRR) initiatives
- Advisory Services including access to a Virtual Chief Information Security Officer/Virtual Chief Information Officer (vCISO/vCIO)
- Dark Web Monitoring and secure Password Vault services
- Full IT management, including Remote Management, Monitoring, and Managed Microsoft 365 support
- A responsive Helpdesk to streamline user support



What started as a phased onboarding approach turned into a rapid full-scale deployment, with the client requesting everything to be executed within 60 days – an ambitious deadline successfully met by Thrive’s dedicated team. As with any new relationship, there were challenges, but because of Thrive’s proactive approach to addressing concerns and fully transparent communication, DTB, the client, and Thrive built a solid foundation for ongoing collaboration.

## Why Thrive

Thrive was the perfect resource for Data Technology Brokers due to its comprehensive support through discovery, consultation, implementation, and onboarding. This strategic partnership enabled DTB to deliver unparalleled value to their client, fostering significant business growth and establishing a solid relationship based on trust. Thrive’s blend of strategic service offerings and its ability to scale with the needs of the client secured its position as the best partner for sustained success.

Taylor Ballard, President and Managing Partner at Data Technology Brokers, joked about how grateful he is for the “extra time on the golf course” due to Thrive’s excellent partner support. More importantly, Taylor remarked on the ease of leveraging their strong relationship with Thrive “to make the work it takes to close a deal worth it in the long-term.” He wants his clients to know they can trust him to guide them in the right direction to ensure their desired business outcomes and empower them to continue to expand securely and confidently.

## Grow Your Business with Thrive

Thrive is a NextGen 3.0 global technology outsourcing provider, enabling mid-market and sophisticated SMBs to achieve better business outcomes by embracing AI, cybersecurity, cloud, compliance, and traditional managed services. We take pride in working side by side with best-in-class channel partners. Thrive’s Channel Partner Program offers solutions, training, tools, and support to help drive better business outcomes for clients, together.

For questions about the Thrive Channel Program, please contact [channelpartners@thrivenextgen.com](mailto:channelpartners@thrivenextgen.com).