

## Case Study – Supporting Growing Business

### Client: ProBuilt America

**Challenge** This successful company was out-growing their ability to manage their own IT infrastructure and couldn't keep up with their technology investment. They were simply too big to ignore IT, but too small for a huge budget.

**Solution** Develop an IT strategy and managed infrastructure that will grow with the company and provide a road-map for the future.

### Success Story

Terry Derosier is a very busy man. Like many successful entrepreneurs, he has his hands full managing his company, ProBuilt America, which has grown quickly from a one-man remodeling firm to a 23-person windows and door sales and installation company with locations in St. Paul and St. Cloud. "Having to spend so much time solving computer problems was the last thing I needed," Derosier recalls of his company's early years. "There were days when nothing seemed to work properly. We were losing data all the time, and our security was so poor that we were constantly being hacked into. I wanted to grow the company, but I wasn't going to do it this way."

Derosier wasn't about to hire expensive IT professionals to solve his problems either, since he needed to invest in increasing his sales force and expanding ProBuilt's product lines. Managed services seemed a better alternative, but Derosier was pretty picky. "I didn't need a company to just manage my computers," he says. "I needed a company that could also provide a big picture on expansion and how to grow your computer systems to support your business."

Warner Connect, Derosier says, has delivered big time.

The little things matter, when it comes to a good relationship with a managed services provider, Derosier says. That may be why ProBuilt America has been a Warner Connect client for over five years. Take Warner Connect's help desk: "If there's a problem, you just give them a call or send them an email, and you know it's going to be taken care of." Or how about correctly installing software: "I know it's going to be done right on the proper computers." Or what about surprises when you get the bill: "Warner Connect's fixed month price makes it easy to budget. And I'm never reluctant to call them to fix a problem or discuss a new application. The bill never changes, no matter how heavily I use them during a particular month."

Warner Connect is never stingy with its consulting expertise, either, Derosier says. "They have really helped us with our growth and expansion. I know I'll never be wasting money by purchasing technology that won't support us in the future. For someone in my situation, that's what matters when it comes to a relationship with a managed services provider."