

## Case Study: Condo Management Firm Partners with ACE IT Solutions

### OVERVIEW

Galaxy Towers Condo Association (GTCA) in Guttenberg, NJ, needed to update their aging technology infrastructure on a budget. After careful consideration Galaxy Towers Condo Association hired ACE IT Solutions to manage their IT infrastructure and implement cost-effective technology updates that will increase uptime and improve the organization's overall operational efficiency and productivity.

### IT ASSESSMENT

As part of the free initial assessment, ACE IT experts met with association stakeholders to get a complete overview of the association's technical infrastructure and gain a precise understanding of how the business works. We also met with key software vendors to get an overview of how the all the companies work together.

### TECHNOLOGY INTEGRATION

ACE IT Solutions skilled technicians took all necessary steps to ensure that the technology involved in the project was the best match for the client's needs, was installed properly, and ran smoothly. The installation was performed with as little disruption to their business as possible.

### OUTCOME

ACE IT Solutions was able to vastly improve the association's operational efficiency and productivity. As Galaxy Tower's technology partner, ACE IT Solutions became the business' first and only stop for all their IT needs.

- Determined which technology equipment was the best match for the business' needs and budget and procured the equipment at a competitive price
- Installed and configured a new server and operating system making their IT infrastructure less vulnerable to failure and data loss and enhancing overall network performance
- Mitigated security risks by installing Symantic Endpoint as antivirus protection
- Integrated a reliable onsite and offsite backup and disaster recovery solution to protect valuable data, including rent rolls, and make data quickly recoverable in the event of a system outage
- Increased bandwidth for a faster and more reliable Internet connection
- Provided license management, ensuring all hardware and software licenses are kept up to date
- Implemented a flat-fee, comprehensive managed services agreement including proactive maintenance, 24x7 network monitoring, 24 x 7 help desk support, and on-site support, so the client does not have to worry about spikes in technical support and maintenance expenses
- Provided access to our staff of technology experts for consultation and strategic planning
- Vendor management services ensured a simpler and more productive relationship with third-party technology providers

### REQUIREMENTS / OBJECTIVES

A reliable and efficient technology infrastructure is as essential to a building complex as plumbing, heating and electricity. Technology can cause major interruptions to business operations when it fails. Additionally, data is valuable and must be protected and easily recovered.

- Deliver an affordable technology solution that allowed the association to better serve its residents
- Implement technology upgrades that will provide great value to the entire association
- Save the association money by providing proactive maintenance
- Provide 24x7 help desk support and efficient response time for all technology issues
- Deliver realistic ROI through technology enhancements
- Mitigate technical problems and remediate them with little disruption to the real estate management office.

*"The value of an IT partner is its ability to come to your organization and take the time and understand how a business operates, analyze that information, and come up with a workable solution that assists the company in being productive and efficient. ACE IT Solutions and their team of excellent hardware and software experts did just that and our company is reaping the benefits of an efficient cost effective operation."*

— Joe Manzi, Galaxy Towers Condo Association Controller