

### **THE CHALLENGE**

Istonish was invited by Rocky Mountain Institute (RMI) to review their existing IT infrastructure in order to address/meet two critical objectives:

1. A need to better manage their current support issues.
2. To build the proper support infrastructure for an expected 18 – 36 months of anticipated growth.

### **THE SOLUTION**

Istonish began with an audit of their entire IT department. This included analyzing and reviewing their policies, procedures, processes, hardware, network, software, and resources.

From that report, Istonish made recommendations on how to meet the short term objectives of maintaining support for their existing organization. Some of the recommendations included the need to move their existing IT infrastructure to a CoLo, to analyze their Desktop support activity and to outsource their internal Help Desk support.

As a result of the recommendations, RMI decided to offload a significant portion of time and resources that was consuming Tier One support to Istonish. This allowed for the freeing up their limited resources for more mission critical activity.

Secondly, they decided to move their IT infrastructure to a CoLo with Istonish to provide the

expert level consulting needed for the successful transition. This allowed their IT Director and other senior level managers to focus planning and coordinating the larger corporate initiatives.

Finally, as part of their on-going desire to meet expected growth and obtain a level of maturity within their IT organization, they have decided to continue to engage Istonish as their primary consultant company. This effort will include staffing services by Istonish to increase resources quickly when needed. By allowing Istonish to support them in obtaining the knowledge and best practice support they need RMI will be able to accelerate their growth process.

### **THE BENEFITS**

As RMI continues to rely on Istonish for expert level IT support they have been able to focus more time and resources on their own core competencies. The market for their services is growing exponentially; therefore, the demands from their industry command efficient and responsive turnaround from RMI. Istonish's IT support has allowed RMI to concentrate on providing their clients with the best possible service and allow them to achieve and maintain a premier status within their industry.

