

Managed Solution Case Study: Red Door Interactive

OVERVIEW

Red Door Interactive is a full-service marketing agency based in downtown San Diego. They utilize their data-driven expertise and global resources to help their clients' businesses flourish. Red Door has been nationally recognized throughout the years for both their incredible work and culture, and they continue to thrive and grow as a company with new remote workers joining their team across the nation.

SITUATION

"Just before the pandemic started, one of our helpdesk techs left the company. This gave leadership the opportunity to think differently about what we needed moving forward. We realized that we wanted to have a much more scalable IT support function." - **Dennis Gonzales, Sr. Principal, Information Systems and Technology.**

Red Door found themselves in need of additional IT support to fill a technician role. When they began to see this need as an opportunity to scale their level of support and services, the conversation became focused around outsourcing to the right company as opposed to hiring a new team member.

Not only did they see how much they would be able to expand in knowledge and resources, but through outsourcing, they also understood that money and time would be saved in the process.

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THE ALTERNATIVES

Red Door and Managed Solution had previously worked together years before to move Red Door from Microsoft O65 on Prem to the cloud. "We had worked with Managed on a project basis over a decade ago, and interestingly enough, it was a project that really helped to progress our IT infrastructure". - **Dennis Gonzales, Sr. Principal, Information Systems and Technology.**

This made Managed Solution a prime candidate during their search. However, Red Door did their due diligence in the consideration process and interviewed a few other MSP Companies to ensure they went with the best option for them.

Ultimately, Red Door decided that with Managed Solutions proven capabilities from previous projects and vast resources, they'd be the best fit.

"We'd worked with Managed Solution on a successful project in the past, so we had a good idea of their capabilities. Since they were at Microsoft Partner, in addition to projects they were able to support our software licensing. This was especially important to make sure that we have a compliant IT function error radar". - **Dennis Gonzales, Sr. Principal, Information Systems and Technology.**



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THE SOLUTION

Managed Solution and Red Door began officially working together to provide Red Door with a solid IT infrastructure during an unprecedented time for the company and world at large.

"We began officially working together at a very unique time. Not only was the pandemic just starting, but we also didn't have an office. We had just moved out of our office, with the plan being to move into a new one, but when the pandemic hit that all got put on hold. So, we needed an infrastructure to support a remote workforce that didn't have any office to go to." - **Dennis Gonzales, Sr. Principal, Information Systems and Technology.**

The plan was to then fortify Red Door's security and infrastructure while also providing them with opportunities for software licensing to ensure they remain both complaint and a step-ahead of other competitors.

Right off the bat, Red Door was able to quickly scale their support to a 90-person team of experts to support their sole IT lead, Dennis. This enabled Dennis to gain more control over areas of concern like staying on top of software opportunities and maintaining more governance over their Cybersecurity structure.



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THE OUTCOME

Together, Red Door and Managed Solution have not only achieved their original goals to bolster Red Door's IT support, infrastructure, and security -- but they have also managed to complete several exciting projects together to build upon and strengthen those area's.

From the design and execution of a brand-new security network, to implementing a guest network with a guest Wi-Fi key, building out multi-factor authentication, hardening and securing email stats, and so much more! The working relationship between Red Door and Managed Solution has proven to be not just successful and highly productive, but also fun and enjoyable for both parties.

"All in all, Managed Solution has help to modernize our technologies and infrastructures, provided key support on some important projects, developed the cybersecurity protocols, policies, and controls to help us maintain our secure posture, and also fulfilled our biggest goal of having that scalable expertise and support." - **Dennis Gonzales, Sr. Principal, Information Systems and Technology.**

Looking to work with an MSP? Here are Dennis' thoughts on why Managed Solution may be the right choice for you:

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MANAGED SOLUTION HAS THE MICROSOFT EXPERTISE, THE SCALABILITY, AND IF YOU'RE IN AN AREA WHERE THEY HAVE TECHNICIANS, THEY CAN EVEN OFFER LOCAL SUPPORT. WHEN YOU WORK WITH THEM YOU HAVE A DESIGNATED PERSON THAT'S ASSIGNED TO HELP YOU, WHO YOU'LL BUILD THAT RAPPORT WITH AND WHO REALLY BECOMES KNOWLEDGEABLE ABOUT YOUR BUSINESS' IT NEEDS.

- DENNIS GONZALES, SR. PRINCIPAL, INFORMATION SYSTEMS AND TECHNOLOGY.

