



sabersource

SaberSource Staff Significantly Improves IT Infrastructure Management, Monitoring and Support

Executive Summary

Customer Name

Klein Hersh International

Industry

Life Sciences Industry Recruiting

Challenges

Small IT unit (not enough depth)

Limited ability to pursue projects and infrastructure improvements

Solutions

SaberSource provided OnGuard full time help desk to handle day to day support, backed up by senior engineers for high level projects.

Results

SaberSource improved service levels and completed multiple projects resulting in significant improvements to Klein Hersh International's IT infrastructure.

"I don't have to worry about our IT systems. I know we are in good hands with SaberSource."

- Fern Klein

Challenges

Klein Hersh International is a Life Sciences Industry recruiting agency. Their executive recruiters are immersed in all careers and aspects involved in the drug development lifecycle. Clients include leading biotechnology, pharmaceutical and medical device organizations. They also offer secured key hires for leading outsourcing organizations servicing the Life Science market. Their organization consists of approximately thirty full time employees. Fern Klein is responsible for Klein Hersh International's office operations and technology. Through 2007, Klein Hersh was using a sole proprietor for IT support, but she had become unhappy with the service her company received. She knew Klein Hersh needed a stronger IT partner to ensure that the company's computer systems could satisfy the group's needs.

Solutions

The turning point came in 2008 when Fern received a sales call from SaberSource. After years of living with an unpredictable network that required more of her attention than she wanted to give and dealing with a one-person break-fix IT service provider, SaberSource offered a different approach: true around the clock support that provided a comprehensive, knowledgeable staff, and strategic vision.

After an evaluation, she decided to engage SaberSource for full IT support. Since then, SaberSource has supported Klein Hersh International with a mixture of on-site and remote resources. The desktop workstations were configured to allow remote access to employees. The network firewall was upgraded and reconfigured to maintain an internet connection in the event of an Internet service provider outage. These systems are remotely monitored by SaberSource 24 hours-a-day.

Results

Fern says, "Working with SaberSource has made my job easier. They have a proactive approach to our technology needs and address issues quickly. Other employees have told me that when they get phone support from SaberSource, the people are very courteous, patient and helpful."

Fern also states, "We knew we didn't want to hire an internal IT person. We chose SaberSource as our IT Support Solution. They have a team of extremely knowledgeable professionals working around the clock to service our needs. There has never been a time that a crisis hasn't been addressed immediately."