



TRANSPORTATION PROVIDER SAVES BIG WITH MANAGED IT SERVICES

KEY BENEFITS



Savings of \$20,000 annually on IT support



Responsiveness of Marco's Support Desk



Information is always backed up

RIDES is a nonprofit, public transportation provider servicing nine counties in northwest Iowa. The organization is funded by the state and counties, as well as passenger fees.

RIDES staff members felt that their previous managed IT solution wasn't working, and that they were being underserved for the investment. So, the company made the decision to bid for a new IT solution. After using a point system to evaluate the submitted proposals, RIDES awarded Marco the project based on certain criteria, such as organizational structure, size of the firm, qualifications of the IT team and the understanding of time and labor to complete the project.

Marco's investment and knowledge of the IT world and the experience of a large, well-staffed company were the most important benefits to Sam Johnson. As Chief Financial Officer of RIDES at the time, Johnson decided Marco was the perfect fit for the organization's needs.

THE SOLUTION

When its previous managed IT provider left RIDES with no support, Marco switched service over quickly. "Marco stepped up to the plate, made us a priority and made it a smooth transition," said Johnson. The staff at RIDES also adjusted to the new system. They rely on Marco's Support Desk when issues arise.

The organization also needed an IT refresh. So, the RIDES staff worked with Marco to implement an updated solution and new backup method. Prior to Marco, RIDES was using a tape backup, but staff felt unsure of the backup's reliability. Now, with the new backup solution, Johnson said the staff has peace of mind knowing that the organization's data is safe and accessible if a disaster happens.

Quality service, provided by a knowledgeable staff at a fair price.

The company's past problems are now a distant memory, according to Johnson. Beyond the ROI of saving \$20,000 a year on IT support with the new solution, RIDES developed a comfortability with Marco.

RIDES has been impressed with the response from the Support Desk specialists and other staff at Marco. They appreciate the webinars that their Technology Advisor suggests to keep them informed and that Marco has helped completely transform the network and security. To sum up his experience with Marco, Johnson stated, "Quality service, provided by a knowledgeable staff at a fair price."