

Paradigm Tax Group

Realizes Microsoft® Azure 50% Cost Savings with Managed Services

Company Overview.

Paradigm Tax Group is a national consulting firm specializing in providing taxpayers of commercial, industrial, multi-residential, and special purpose properties with full-range property assessment and tax management services.

The company's innovative technology platform combined with its commitment to superior client service and local expertise has propelled it to become the most results-oriented property tax consulting firm in the nation.

Business Need.

A company's help desk acts as the front of house for organizations. It handles employee issues and service requests, while also dealing with most, if not all, of the communications between end users and the IT organization. The help desk is a crucial player in delivering IT services to the business and has a number of responsibilities it needs to uphold in order to be successful.

The company needed IT expertise to augment its team to ensure its IT infrastructure was operating at peak performance for excellent service delivery.

Challenges.

As a small team, Paradigm lacked depth in its IT operations. The company's IT help desk is responsible for a wide range of activities from forgotten passwords, asset management, network engineering, and Microsoft® Azure configuration and operations.

It was challenging to find the correct mix of skill sets required and cost prohibitive to hire multiple resources to cover all technology needs.

Paradigm was not large enough to hire deep expertise for all areas of information technology.



Secure-24 | NTT had a stellar reputation in the industry. We have achieved significant Azure cost savings while improving internal efficiencies in service delivery with reduced downtime. Over the next five years, we could realize a projected cost savings of approximately \$1M.

The Solution.

The health of a company's information technology infrastructure is critical to maximizing productivity and supporting business growth.

Secure-24 | NTT provided Paradigm with comprehensive managed services for Microsoft Azure inclusive of IT Help Desk Services.

The managed services team began the project with an IT needs assessment to determine desired results and the level of support required, taking time to evaluate and understand the Microsoft Azure environment and how to optimize system performance.

Secure-24 | NTT also provided an external help desk function to help manage a wide range of technology issues from printing issues to resetting passwords, to Microsoft Azure operations and configurations.

Managed Services provides the organization with seamless access to qualified IT personnel around-the-clock, allowing Paradigm's staff to focus on the core mission – providing superior tax management services.

The Results.

Secure-24 | NTT provided Paradigm with comprehensive Managed IT Services for Microsoft Azure, inclusive of virtual Help Desk Services. The services enabled internal personnel to increase productivity and concentrate on core competencies.

The managed services team helped to optimize the organization's IT infrastructure, achieve cost efficiencies, and to significantly boost internal productivity. In addition, the services have resulted in the following benefits:

- **Cost Savings.** Microsoft Azure assessments resulted in 50% cost reductions per month.
- **Scalability and Agility.** Scalable help desk services ensured prompt service delivery regardless of increased demand.
- **Trusted Expertise.** Secure-24 | NTT's application and technology analysts have been Paradigm's on call experts, rapidly resolving a myriad of IT issues.

The Microsoft Azure cost savings were instrumental in helping Paradigm manage current technology needs to increase client satisfaction, and facilitate informed decision-making for future investments. Over a five year period, the company could realize a projected cost savings of approximately \$1M.

Why Secure-24.

Paradigm compared multiple vendors before choosing Managed Services. Secure-24's stellar reputation in the industry, proven results, and internal employee recommendations were the reasons for the company's selection of Secure-24 | NTT as a strategic managed services partner.

Paradigm selected Secure-24 | NTT as a Managed Services Provider to help maximize its return on technology investments, improve efficiencies, and provide superior service experience to employees and clients.

Paradigm management knew that Secure-24 | NTT had the expertise to assess their IT infrastructure and to provide recommendations for automation as part of its solution to reduce costs.

Which Technologies?

- Microsoft Azure

Which Services?

- Managed Services
- IT Helpdesk Services

Which Partners?

- CloudHealth