

Sagitta Systems Business Case—Fischer Corporate Real Estate

About the Company

Fischer Corporate Real Estate is a commercial real estate broker.

The Challenge

In dealing with sensitive information, Fischer Corporate Real Estate (FCRE) needs to make sure that its IT systems are secure from outside intrusion as well as maintained at the highest level of reliability. Clients and customers expect quick and efficient communication with its staff and the IT network is at the foundation of being able to provide quotes, property information, or other critical business data.

Solving the Issues

Through Sagitta Systems' Managed IT services, FCRE is comfortable knowing that its network is well secured and maintained at the highest levels of availability.

“Sagitta is the first technical resource that we look to,” says Ty Crockett, IT Manager. “Their experience with small business challenges is invaluable to us. As we bring on new projects we will partner with Sagitta to get them accomplished.”

As part of its Managed IT services, Sagitta Systems provides FCRE with a host of services including Microsoft Exchange migration, Windows 2003 migration and maintenance, and tier 3 support for the local IT staff. Whether it's planning for the next upgrade or answering technical issues from staff, FCRE looks first and foremost to leverage the broad computing experience and expertise of Sagitta Systems.

The Results

“Since engaging Sagitta, we have over 100% improvement in resolution of trouble items,” Says Ty Crockett. “We have also seen cost savings in reduced downtime, and more efficient use of our hardware and software resources.”

Through Sagitta's Managed IT services, FCRE is able to focus on servicing its industry and its clients without having to worry if its IT systems and desktop computers are secured and maintained to the highest level of availability.

By providing “outsourced IT staff” services, Sagitta Systems enables FCRE to concentrate on its core business with the comfort of knowing that if there's an IT issue which might disrupt operations, or threaten customer service, Sagitta Systems is there to resolve it. This not only provides peace-of-mind but greatly reduces overall IT cost—Sagitta Systems resources work only when needed and don't tie up needed capital by sitting idle at a desk.

“I believe that in today's economic landscape a company like Sagitta is the right answer,” says Ty. “Technical expertise, affordable cost, and superior service are very difficult

qualities to maintain. Sagitta does it incredibly well. I proactively suggest Sagitta to other managers in the industry. I have never had that kind of faith in a group that I did not directly control. Sagitta has provides superior quality technical resources with a price model that is the most competitive we have found in the industry.”

About Sagitta Systems

With over 10 years of experience, Sagitta brings expertise, best practices, and deep industry knowledge to each and every engagement. Sagitta Systems has served in an IT consulting capacity to a number of organizations nationwide in practically every major industry. As a computer consulting company with a national reach through local-market partners, Sagitta is able to negotiate better pricing from key suppliers, provide enhanced offerings, and leverage best practices across service offerings.

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