

The Customer

Documents Majemta Incorporated (DMI) opened their doors in March 2006 and quickly became a trusted and reliable print and document service provider in the National Capital Region (Ottawa, Canada). DMI is truly a one stop provider for all their customers' document services with a full range of printing options (digital, on demand, wide-format, binding, finishing, laminating, etc.) as well as translation and conference services. They serve the public service and the private sector with a dedicated and experienced team. Their team all have valid PWGSC and/or RCMP secret clearances allowing them to handle all classified documents with the upmost care and reliability. DMI operates out of two convenient locations to provide effective service to their large base of government clients but are currently looking for a third location as their expansion continues. The reliance on information technology (IT) in the world of digital printing is fairly obvious— files need to be sent and acquired in a secure manner so their client's data integrity is never compromised. With tight deadlines and quick turnaround times DMI needs all its technology up and running - from the printers and copiers they use non-stop, to their computer's secure ftp (file transfer protocol) sites and email solutions.

The Situation

Prior to partnering with The Utility Company, Documents Majemta had used a couple of 'break/fix' IT service providers in hopes of saving some money. After a string of disappointments, DMI found these providers either weren't certified or didn't have the skillsets they needed. But perhaps more importantly, they couldn't react quickly in an industry that required immediate customer service.

The IT provider they turned to initially supplied them with all the hardware, software and their opening setup. This provider had great pricing which "sounded too good to be true – and it was." After the setup, they would then bill a minimum of 4 hours for one service call – even if it only took 10 minutes once there. This led to their second supplier who came in and exclaimed that the first supplier's setup wasn't done properly. As a result, he changed everything to meet *his* area of expertise. "Every company we talked to seemed to be only experts in **one area - theirs**", said Steve Hale, VP, Co-Owner and Production Manager at DMI. "We have three owners, all of us extremely knowledgeable in the print world, but none of us as well versed in the nuts and bolts of information technology as we'd like. We needed a partner rather than a provider. Someone we could trust to hold our hands initially and walk us through what we needed to know."

Both of the initial companies DMI tried offered them 'time-blocks' of service. From a financial perspective, this was not a good situation for a small business trying to manage and stabilize their costs. DMI had to manage time/service credits, carry-over of minutes from month-to-month, etc. Costs were certainly not fixed or straightforward. "With those guys, we were losing money (and potentially customers)", said Mr. Hale. "They couldn't react quickly - they weren't connected to our systems and therefore didn't know what was going on."

The Solution

Tired of instability, Documents Majemta met with their local Utility Service Provider, Mike Knol, who first consulted on their needs. DMI's primary concern was the electronic files that are constantly submitted; meaning their email and ftp sites have to be constantly up and running. As well, with about 50 translators they work with on a regular basis, communication can never be impeded. From a software standpoint, DMI needed to be prepared to open, manipulate and transmit any files their clients supplied them. Working with a large amount of confidential government data (80% of their business is with the Government of Canada) means security of all information and backup of data was another very real need. After gathering these very tangible and business-critical requirements, The Utility Company presented a roadmap of services to meet their initial needs. It consisted of:

- **Network monitoring** - remote server monitoring and management.
- **Security & protection** - ongoing anti-virus and patch management service.
- **Online backup and storage** - remote backup of servers.
- **Asset & lifecycle management** - tracking of all hardware and software assets, including updates, usage and compliance.
- **1-866-My-Utility Live Helpdesk** - to support and remediate the network remotely with unlimited online and onsite end-user support.

The combination of the 1-866-My-Utility helpdesk and the Utility Service Center remote monitoring and management platform has resulted in the majority of DMI's support incidents being detected and resolved remotely - no downtime or onsite service call. They are paying for mission-critical uptime instead of reactive 'block-service' fixes.

The Result

DMI's systems are now "up 100% of the time or very close to it". They have access to:

- certified & skilled people to assist them with EVERY aspect of technology
- help in manipulating files,
- fixes for any potential email problems,
- a secure ftp site always up and running,
- automatic back up of their files

Shortly after Majemta partnered with The Utility Company, the Canadian Government came out with a '**Regional Master Standing Offering for Print**' and picked 7 companies to submit tenders for their business including DMI. "The Utility Company took pages from the government standard 'this is what we need' document and then set us up accordingly. They even went out of their way to provide a hand-written letter for our bid" said a thankful Steve Hale. The setup for the print proposal also set DMI up for a \$400,000 translation contract they "wouldn't have been equipped to handle without Utility".

"We would have never got the contract if we weren't with The Utility Company (TUC) and had our systems set up the way they are now...They had strict guidelines for security for software needed and TUC came in and consulted with us, got everything set up in a very quick period of time. The Utility Company is more than a technology partner. They are actually a trusted advisor for our business."

Customer's Thoughts

The three co-owners were looking for a company who would look at business challenges, issues and our concerns and return with a technical solution to help them run their business more effectively. They were looking for stability in monthly billing as well as technically.

"TUC has been a saving grace for us!" stated VP Steve Hale. "Even though our infrastructure is now locked down, we still meet with our local Utility Service Provider regularly to review any issues they are seeing through their monitoring and look at our technology needs in the future. This proactive partnership effectively gives us what we could never afford on our own – junior and senior IT technicians AND a virtual CIO at our disposal."

Utility's View

"Our relationship with DMI really helps demonstrate what makes Utility different from most service providers" stated Mark Scott, President and founder of The Utility Company. "We prevent problems from occurring, rather than fix them at additional cost to our customers. To do this though, you need to be in complete sync with your partner and know where they want to be today, tomorrow or five years from now. Steve and his team are open about their needs and their desires for the future so working with them to achieve those desires is fun".

There is a NEW WAY – join The Utility Revolution!

The Utility Company is a single-source provider of technology, communications and business management solutions for small and medium-sized businesses across North America. Our Connected Office Technology-as-a-Service program provides a single point of contact for ALL things technology delivering the required hardware, software and service for a monthly fixed fee per user. Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to address the two major problems plaguing businesses today:

Over-Spending - the average business spends **\$360 per user per month** on technology

Under-Utilization – unfortunately **only 15%** of this investment is actually utilized

Our mission is to ensure our customers only invest in the technology they require to **operate, communicate** and **manage** their business effectively. **Our vision** is to transform information technology into what it should be – **a utility**.