

# Case Study

## Blue Ridge Electric Cooperative

*IMS Supplements Entire IT Department for Blue Ridge*



### RESULTS

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- + **Dedicated onsite support team manages daily technical operations**
  - + **24/7 remote technical support**
  - + **Strategic IT guidance**
  - + **Critical devices monitored and managed 24/7, including updates, patching and antivirus**
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*“At Blue Ridge, we place a premium on providing dependable service to our members. To do this requires operating and maintaining a complex network with several hundred computers and devices. We rely heavily on IMS Solutions Group for their expertise in planning and follow through to keep us secure and up-to-date with ever-changing technology. Over the years they have been more than just our provider; they’ve become our trusted IT advisor and partner.”*

- Scott Brezeale, Manager of IT Services at Blue Ridge

### THE CLIENT

Blue Ridge Electric Cooperative is an energy provider that serves almost 66,000 members over 6,900 miles of power line in South Carolina. As every aspect of the cooperative’s operation is member-driven, Blue Ridge places a premium on providing dependable service.

### CHALLENGE

Blue Ridge’s information technology network is a critical component to their organization to help ensure reliable service during every phase of their operation. They depend on technology as a means of providing great customer satisfaction, increased employee productivity and better organizational efficiencies.

In order to maintain the optimal condition of their electrical distribution system and to focus on delivering quality service, Blue Ridge needed a technology partner who could proactively manage their day-to-day IT operations. Their managed services provider must deliver 24/7 support to supplement their IT department and help ensure their IT infrastructure remains on the cutting-edge of technology.

### SOLUTION

Blue Ridge chose local managed services provider, IMS Solutions Group, for their ability to provide full-service IT support. The experts at IMS first performed an in-depth assessment to understand their technical environment. IMS Solutions Group monitors and proactively manages Blue Ridge’s critical devices 24/7 to ensure optimal network health and security. A dedicated local support team visits Blue Ridge onsite to provide hands on support services and handle the day-to-day technical responsibilities and this is backed up by 24/7 Service Desk support for remote issue resolution. In addition, Blue Ridge utilizes IMS’ Strategic Guidance service to ensure their technology is evolving to meet the overall growth and demands of their organization.

### RESULTS

Today, Blue Ridge relies on IMS Solutions Group as their full time, trusted IT advisor to maintain the overall health, uptime and security of their IT infrastructure. Their partnership with IMS Solutions Group has resulted in improved uptime and availability of their IT networks, as well as increased efficiencies that contribute to the overall success of the cooperative.