

# IT Consulting & Cybersecurity for Human Capital Consultancy

## PROJECT DETAILS

 IT Consulting & SI

 Mar. - May. 2021

 \$10,000 to \$49,999

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*"The differentiator for me is the level of service Andromeda provides. They have not disappointed."*

## PROJECT SUMMARY

Andromeda Technology Solutions helped a consulting firm to safeguard their devices and data. They developed a secure network using the Microsoft 365 suite and encrypted all devices.

## PROJECT FEEDBACK

Andromeda Technology Solutions stood out for their excellent customer service. Internal stakeholders have been pleased with the responsiveness of their technical support. Their team was very knowledgeable and efficient; they communicated well and delivered solutions according to their plan.



## The Client

Introduce your business and what you do there.

ClearCourse Consulting is a small but growing consulting business that specializes in Human Capital Management (HCM) solutions. We're an experienced group of HR and payroll professionals delivering comprehensive solutions to mid and large sized employers to help them maximize the ROI of their HCM investment. During the course of our work, we support organizations that are looking to either implement, expand, or stabilize their HR and payroll systems, so we deal with a lot of Personal Identifiable Information (PII) data that needs to be securely handled at all times.

As for me, I'm a project and operations manager for ClearCourse Consulting. While I consider myself to be fairly technical, I'm not an IT professional.

## The Challenge

What challenge were you trying to address with Andromeda Technology Solutions?

We recognized that we needed a more robust technical solution to ensure we were properly safeguarding our devices and the data we work with every day. Our goal was to establish a networked solution to carefully control access to our environment and devices. In addition, we were after a fully outsourced IT solution that also delivered asset management, ongoing monitoring, and patching along with technical support.

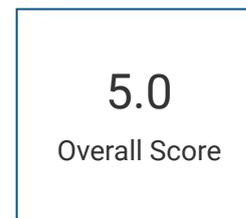
 **Kevin McDonald**  
Senior Project Manager,  
ClearCourse Consulting

 **Consulting**

 **11-50 Employees**

 **Denver, Colorado**

### CLIENT RATING



Quality: 5.0

Schedule: 4.5

Cost: 5.0

Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

Andromeda Technology Solutions (Andromeda) developed a networked solution for us that leveraged the Microsoft 365 suite, including Office 365, MS Azure Active Directory, and Intune. The main solution is now in place, and all of our PC's are encrypted and leverage Andromeda's security stack. Our next objective is to roll out our mobile solution that will allow resources to securely access Outlook Web through their smartphone whether it's a personally-owned or company-provided device.

### What is the team composition?

I primarily worked with four different Andromeda resources over the course of the project. Mike (Account Manager) was our main point of contact during the sales process, and he did a great job of listening to our requirements, explaining what Andromeda can deliver, guiding me through the contracting process, and then transitioning us to the implementation team to ensure our requirements were clearly articulated. Amanda (Project Coordinator) was our implementation project manager who helped coordinate all activity during the onboarding process. Michael (Jr. System Engineer) was our system engineer who designed the solution based on our requirements and worked directly with each ClearCourse team member to provision and encrypt devices after porting our Outlook service into Andromeda's environment. Finally, Rachel (Service Advocate) helped implement our PII and cybersecurity training program along with our Darkweb monitoring service.



## How did you come to work with Andromeda Technology Solutions?

Actually, I first heard about Andromeda through Clutch. I was trying to identify managed IT outsourcing providers that would tailor their solutions for small businesses such as ours. As I was conducting my research, I initially struggled to discern what managed IT service providers would be suitable vendors, but I found the Clutch site to be very useful to identify the target market for each of the vendors and developed a short list of providers to evaluate. After an extensive review of five managed IT service providers, Andromeda stood out as a provider who would meet our company's unique needs.

## How much have you invested with them?

So far, we've spent approximately \$25,000, which is consistent with what we expected our first-year cost to be.

## What is the status of this engagement?

The project started in March 2021, and we completed the main portion of the solution rollout at the end of May 2021. The last step is to complete the rollout of our mobile solution.

## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

We haven't been with Andromeda long enough to develop any key metrics to share. However, I routinely check in with members of the ClearCourse team every other week to ask how their experience has been with Andromeda, including the implementation process or any contact they had with Andromeda's support desk. The consistent feedback I've received is that the Andromeda staff is very knowledgeable, friendly, and responsive. When a service ticket is submitted, a technician provides support directly to them within a reasonable amount of time.



## How did Andromeda Technology Solutions perform from a project management standpoint?

The overall communication was good. I felt that they did an effective job of organizing the work and keeping abreast of different challenges as they arose. Also, they helped articulate a plan that made sense and made the necessary adjustments when things didn't go according to plan. We were in regular contact, and they would let me know what the next steps were and what the general turnaround time would be to complete each step. In turn, that really helped me with the change management aspects of the transition with the rest of my organization.

## What did you find most impressive about them?

I think customer service is the key to it all, and as I read the various reviews I found on Clutch, I was really looking for a company that was able to deliver quality customer service to our resources as they needed it. As I proceeded through the vendor evaluation process, my assumption was that most managed IT service providers were proficient at delivering a secure network solution but the differentiator for me is the level of service Andromeda provides. They have not disappointed.

## Are there any areas they could improve?

I think their onboarding process could be improved. It would be nice if they provided incoming customers with a questionnaire that would present various options based on the proposed technical solution or solicit unique requirements from you to minimize downstream changes once the solution is in place. For example, there are numerous configuration options within MS Outlook that a system administrator needs to establish that are unique to each organization.



## Do you have any advice for potential customers?

My recommendation is that you carefully think about what your organization's requirements are up front before you start the vendor evaluation process and then work to ensure each requirement and objective is met.

