

# DELIVERING A BRIGHTER FUTURE FOR SUNSTAR INSURANCE GROUP

Anders Technology provided technical expertise, infrastructure improvements and educational training to solve cascading technology issues that kept Sunstar's growing team from reaching their highest potential.

## GROWING PAINS

"Because we were in a growth phase it was overwhelming to try to tackle training, capacity, license organization, and knowledge issues all at once."

- ▶ High-level support calls weren't being resolved.
- ▶ Needed productivity and collaboration tools that could keep up with the company's double-digit growth
- ▶ Needed improved IT processes to handle support tickets
- ▶ Outgrew current MSP's experience and bandwidth, which was starting to negatively impact employees, clients and their standard of service

## THE ANDERS TECHNOLOGY SOLUTION

"We needed someone who could help our in-house team increase efficiency and provide support for issues beyond our staff's capacity to solve at that time."

- ▶ Minimized costly delays by resolving high-level support tickets
- ▶ Consolidated Microsoft licenses to provide them with the productivity and collaboration tools needed to grow
- ▶ Provided after-hours monitoring and disaster recovery
- ▶ Trained IT staff on the technical expertise needed to maintain and improve processes internally



INDUSTRY



INSURANCE

NUMBER OF EMPLOYEES



750

ANNUAL REVENUE



\$100 MILLION

“**WE NEEDED A TRUE PARTNER, NOT JUST A VENDOR.** We wanted someone who could not only answer technical questions above our knowledge but also **educate us and provide genuine value** rather than basing interactions purely for their own profit. We feel we found a true, trusted partner in Anders. Their approachable, knowledgeable staff acted as advisors that **invited collaboration and discussion**. They really are an extension of our team. Just knowing that **we have someone in our corner** who's there for us, no matter if it's a rare emergency or simply to provide advice to make our internal infrastructure stronger, this partnership is a blessing.”

*Michelle Price, Sunstar IT Manager*