Physical Security Company Needs Standardization

Problem

The client experienced rapid growth through acquisition that resulted in non-standard technology, shadow IT, and security gaps that couldn't be addressed with their limited IT staff.

They needed help with standard operating procedures, uniform technologies, and support services to facilitate continued growth.

Solution

Sidekick IT consultants worked with the CIO to develop an audit strategy across their acquired companies that identified technical debt, service delivery gaps, and security risks.
After completion of the due diligence, Sidekick IT worked with the CIO to procure uniform technology across the enterprise, identify service delivery partners for network and security, and built a flexible program to manage everything under a single operating model.

Value

With the new delivery partners, operating procedures, and standard technology and security controls in place, the CIO now feels confident representing to his Board that the organization is prepared to integrate future acquisitions more rapidly; additionally, the Finance team can visualize and manage all their IT expenditures under a single operating model, making it easier for them to represent their technology assets if they ever decide to sell the company.

Residential Services Company Built for Growth

Problem

The trade industry is experiencing massive consolidation as Baby Boom generation founders are looking to exit, and their heirs are not interested in taking over the businesses. Private Equity firms are stepping in with capital to provide founders with an exit strategy and building out platforms to support additional acquisitions.

In this model they have small IT staff with disparate technologies, collaboration platforms, and limited security controls to support an enterprise growth strategy.

Solution

Working with the vCIO, Sidekick IT acts as a vendor agnostic trusted collaboration partner to help build standard hardware configurations for different user profiles and provides access to platform services where the CIO can source all their recurring software and cloud infrastructure spend and access subject matter experts spanning the entire technology stack – from connectivity and datacenter needs up through the application layer.

Value

With limited time and in-house IT staff, the CIO could not research, procure, and implement all their technology needs alone, while still supporting the rapidly growing enterprise. By partnering with Sidekick IT, they now have a trusted partner who can assist in cutting through the ”noise” in the technology space to bring best of breed solutions and subject matter expertise to keep the business systems running optimally to provide the best customer satisfaction.

Acquisitive Global SaaS Company

Problem

The client was experiencing rapid expansion through M&A, with the business development team acquiring 5-6 new software companies annually to fold into their global platform. As each new company was acquired, the integration team was faced with disparate systems, multiple datacenters and cloud service providers, legacy technical debt, access management controls, and regulatory compliance restrictions for things such as GDPR with limited IT staff to complete the work on time.

Solution

Sidekick IT worked with the client to systematically analyze existing infrastructure at the acquired companies, define standard network and security hardware, provide staff augmentation resources to accelerate the implementation process along with consulting services to ensure architectural best practices are met across their unified communications, database, datacenter, and cloud footprint across the globe.

Value

With standard hardware models and integration runbooks defined, along with a core group of engineering staff augmentation resources familiar with the company systems and policies in place, the integration team now has a predictable model in place for cost and timing of bringing a new entity into their global platform. Leaning on Sidekick IT's expertise provides the confidence that their foundational technology is running properly, leaving their internal teams to focus on product development to support continued growth.