



## CASE STUDY | PROFESSIONAL: Consensus

### SITUATION AND OBJECTIVES

Consensus, a consulting firm that specializes in negotiation, was moving to Times Square. Fundamental to their transition and to their ongoing growth was an efficient and reliable technological infrastructure. The IT support provider that they had been previously using acknowledged that the consultancy’s needs exceeded the provider’s abilities, and in turn, referred Consensus to Helix Systems. In addition to a robust IT infrastructure that would smoothly support its rapid growth, Consensus required a platform that would support working remotely, as its professionals often travel internationally.

### METHODOLOGY

After the initial meeting with Consensus, Helix Systems presented a complete proposal that covered all aspects of the initial setup and ongoing support. Right away, we helped Consensus find an Internet Service Provider that was within their budget. We recommended the use of Microsoft Small Business Server; this all-inclusive solution provided Consensus with file sharing, Exchange Email Server, Active Directory Domain for user management, a comprehensive data-backup and recovery set-up, as well as remote access via VPN. Our solution provided Consensus with everything they needed to function and grow, in a cost-effective package. Helix Systems assisted Consensus in every step of this project by providing an itemized list of all hardware and software required. Leveraging Helix System’s long list of vendors, we were able to compare prices and negotiate the best rate for our customer.

### RESULTS

Helix Systems continues to support the successful growth of Consensus five years later. We have been with Consensus through numerous server and workstation upgrades. As they have grown, we have implemented upgrades such as a Blackberry Enterprise Server to help employees stay connected while traveling. We continue to provide Consensus with 24/7 server monitoring and proactive maintenance to prevent potential problems from becoming major issues.

### CLIENT SATISFACTION

“We chose Helix initially because you adopted a very consultative approach – unlike other providers that we interviewed, you didn’t walk in and try to talk us into an off-the-shelf solution. Instead, you started by asking questions that helped crystallize our thinking and refine our short-term and long-term needs. You then provided a number of different options for us to consider, pointed out the various benefits and shortcomings, and provided important insights and guidance that helped us make an informed decision. It was quite clear that you were experts in consulting as well as technology. In the years since, you have consistently proven to be a valuable business partner – responding to our various needs and requests, resolving problems in a timely manner, and providing ongoing guidance that helps us stay a step ahead of the curve...all while being mindful of the budgetary considerations that a smaller business must contend with. What more could we ask for from an IT consultant?”

—Michael Rosenthal, CEO



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### ABOUT HELIX SYSTEMS

Helix Systems is an innovative provider of information technology services for small businesses. We provide managed services, including help desk support, onsite support, and lifecycle management of hardware and software. We enable organizations to reduce their IT spending while improving service to their end users.

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