

Enterprise Visions Goes to Bat for SmartBase Solutions – Saves Them 30% on Managed Security

SmartBase Solutions had difficulty getting the ear of their managed security services provider and felt as though rising prices for the service were out of their control. They needed a true technology partner to wrangle providers on their behalf. Enterprise Visions stepped up to the plate.

The Challenge

SmartBase Solutions provides HITRUST managed infrastructure and data hosting that is specialized for the healthcare industry. The company was working with a managed security services provider (MSSP) for top-notch security solutions. “They’ve got great devices, but their support is awful,” said Justin Cole, CIO of SmartBase Solutions. The business couldn’t get the attention of the MSSP when it needed it most – an unacceptable aspect that made life frustrating for Cole and SmartBase.

To make matters worse, the MSSP tried to raise its prices **by 40% a month**. Subpar support and higher rates? Enterprise Visions said, “I don’t think so!” and went to bat for SmartBase against the MSSP.

“

Enterprise Visions really helped escalate our issues up the chain at the MSSP and helped work through the support issues we had been having. They were helpful with them when the MSSP tried to raise pricing significantly as well.

Justin Cole | CIO | SmartBase Solutions



The Action

Enterprise Visions took a hard line with the MSSP – **fighting for SmartBase and acting on their behalf**. They escalated SmartBase's issues with the security provider – using their entrenched relationship with the MSSP to gain the provider's ear, negotiate rates down for SmartBase, and address the support problems the company had been experiencing.

Enterprise Visions also helped SmartBase shop around for disaster recovery providers. With deep industry knowledge and vendor relationships, Enterprise was able to present several options to SmartBase, help them vet which ones would serve best, and eventually narrow the selection down to the perfect provider.

“

It's amazing to have someone I can bounce things off of and talk through problems with. Enterprise's industry knowledge is impressive. They have so much experience with so many different companies. They prepare us for exactly what is going to happen with any vendor, which is a load off my mind.

Justin Cole | CIO | SmartBase Solutions

The Result

SmartBase saved 30% on managed security

from what they would have paid without Enterprise Visions' involvement. Enterprise continues to step up for SmartBase – working through several disputes the company has had with vendors that try to raise rates and ignore issues. **Beyond its work with the MSSP**, Enterprise Visions helped SmartBase negotiate fair rates and service with other national technology providers.

Cole and his team are not only relieved of enormous expenses, they offload immense time and energy by relying on Enterprise Visions' expertise. “They relieve me of a lot of time. When we're out vetting new solutions, Enterprise is great at figuring out new requirements, bringing good solutions to the table, and looking at advantages and disadvantages. **We don't have to do that research ourselves**. They act like a guide,” said Cole.

Enterprise Visions **continues** to save SmartBase money, time, and grief by acting as a true **partner, guide, and advocate**.

“

Even if something is not in their wheelhouse, or if something is of no financial benefit to them, they are more than willing to sit and talk things through. They are great partners. They are upfront and honest. I feel like I can trust them. That is huge.

Justin Cole | CIO | SmartBase Solutions