Case Study

Organization: Compass Health Brands | Middleburg Heights, OH
Industry: Distribution and Manufacturing of Healthcare Products
Services Offered: Compass provides high-quality products to their valued customers that enable consumers to live healthier, more comfortable and independent lives.

“At the snap of a finger, our entire workforce had to be remote. That was never a requirement before, but Accellis pulled it off ... Being able to operate in the public cloud greatly improved efficiency for all our employees. It allowed us to accomplish so much more in our workday.”

- Andrew Lesak, Director of Technical Services, Compass Health Brands

CHALLENGE
Compass Health Brands needed assistance with their day-to-day operations, technology troubleshooting and wanted to begin taking advantage of the public cloud. Their internal help desk had been dissolved and vital equipment was nearing end of life. With an IT infrastructure that was stretched to its limits, Compass was searching for a solution that promoted elasticity and redundancy, all while minimizing capital expenses so they could reach greater business goals.

SOLUTION
Accellis Technology Group stepped in to become Compass Health Brands’ managed service provider (MSP), so Compass would have the tech they needed to support their daily operations both in the office and remotely. This included a dedicated account manager and an onsite technician from Accellis in the Compass office, plus IT Systems Management for joint ticketing and powerful analytics. Compass also benefitted from an amazing Azure project and managed security offering that revolutionized operations and security.
RESULTS
Compass Health Brands is a healthcare product distributor and manufacturer with 10 locations across two countries and over 220 end users. They are on a mission to deliver world-class products that improve the quality of life of patients everywhere. Unfortunately, Compass’ existing IT just wasn’t meeting the mark. Once Compass found Accellis Technology Group, that changed quickly.

Accellis’ team of experts led Compass through a spectacular digital transformation. Unleashing the modern management solutions latent in M365 while harnessing the tremendous power, scale, and elasticity of Azure public cloud, Accellis and Compass built a world-class infrastructure and IT operation within just a few months.

Accellis, with its Microsoft Gold status, was able to secure Microsoft funding to pay for 40% of the Azure project which included migrating 10 servers and nearly 30TB of data with zero disruption to end-users. After the project, Accellis was able to help Compass save 73% on its servers through Reserved Instances and Hybrid Use Benefits.

Powered by rich machine and ticket data analytics, and led with strategic vCIO and managed security services, their teams were able to identify key investment opportunities to drive down support demand and create a more robust and secure environment. All of this, amidst transitioning and supporting Compass’ entire office operating remotely during the COVID outbreak.

Through Accellis’ functional understanding of their systems and key strategic leadership, Compass Health Brands has received the following benefits:

- Greater uptime and decreased support demand
- Improved cybersecurity including MFA and SOC
- Fifteen minute or less response time on work requests
- Four-hour or less solves on work tickets

Exceptional Results: Delivered
Place your managed IT, cybersecurity and public cloud needs in the capable hands of Accellis Technology Group. You’ll enjoy an entire team working to ease your pain points so you can achieve greater success. Accellis is known for:

- Administering world-class, data-driven managed IT
- Establishing nationally recognized cybersecurity services
- Providing public cloud consulting on Microsoft 365 and Azure
- Being highly credentialed including Microsoft Gold status

Accellis Technology Group is a managed IT services provider headquartered in Cleveland, OH. Our industry expertise and passion for great IT solutions permeate every facet of what we do. Get the leading professional services you need to focus on your daily tasks and satisfy your technology demands with our professional insight. Ask how Accellis can boost your potential today.

For more information, visit www.accellis.com or call 216-662-3200.