

## CASE STUDY

# Sendera Title

Sendera Title is a title company working with the most highly rated insurance underwriters in the nation.



### Client Challenges

- Technology refresh needed for desktop and network environment
- Customer experience – technology & support affecting customer satisfaction
- Outdated network/hardware design
- Lacked onsite resources
- Outgrown incumbent MSP
- Lack of uptime impacting revenue generation



### Netrio Solution

- Managed IT services – Help Desk
- Device management – 24/7/365 monitoring
- Hardware/Software as a service
- Onsite Smart Hands for deployment services
- Business internet (dual IP connections at every location)
- Infrastructure: firewalls, wireless access points, Windows/Mac workstations, Windows servers
- OEMs supported: Dell, Fortinet, M365, More+



### Outcomes

- **Higher availability with new network design, hardware, and dual connectivity**
- **Acceleration of strategic IT initiatives**
- **Higher revenue driven from increased uptime**
- **Increased first call resolution**
- **Better visibility into IT performance**
- **Standardized configurations drove more predictable results.**