

# Ensuring the Agency Is Covered for Growth

Using an innovative online platform, this independent insurance agency helps consumers compare offerings from dozens of carriers across the United States. To manage growth and reduce risks, the company worked with ConRes Professional and Managed Services to provide an end-to-end solution that addresses security, compliance and end-user support.



## Business & Technology Challenges

After an acquisition in early 2021, this independent insurance agency needed the flexibility to remain an autonomously operating entity while also having access to its new parent company's network. The acquisition brought the added complexity of new security and compliance standards, as well as a need for a more efficient way to onboard employees.

With a limited in-house IT team, the agency needed the right partner to help manage growth and reduce risks while transforming aspects of its operations.

## How ConRes Responded

ConRes provided the agency with an end-to-end solution that includes end-user security and compliance, collaboration and endpoint security. The solution also involves utilizing the ConRes Integration and Logistics Center to inventory, configure and ship corporate IT assets to new employees.

### Simplify IT through Professional Services

ConRes helped simplify the agency's IT environment by designing and implementing solutions tailored to its unique needs. First, the ConRes Professional Services team migrated the agency's on-premises Microsoft Office application to cloud-based Microsoft 365. In addition, ConRes deployed mobile application management with Microsoft Intune to enable better visibility and control of an increasing number of applications on corporate mobile devices. And to meet new security standards, ConRes implemented multi-factor authentication across all devices with Okta.

### Maximize Resources with Managed Services

ConRes experts were brought in to help the agency proactively manage its infrastructure and support users, such as an end-user service desk to provide around-the-clock assistance. ConRes also helps the agency enforce compliance with new company policies, including patch management, anti-virus software and reporting.

The ConRes Integration and Logistics Center was brought into action to support the agency throughout the entire process from design to deployment. Today, the center team supports employee onboarding by configuring and shipping corporate IT assets as needed.

The broad range of ConRes solutions and services takes a giant workload off the agency's plate, giving its IT team more time to focus on core technology and business initiatives for future growth.

## About ConRes

As a private, women-owned IT solutions provider, we are uniquely positioned to help companies design, procure, implement and support custom solutions. Backed by 60 years of customer dedication, our approach is simple: We have great people who are highly skilled at what they do and find ways to help our customers achieve business goals.