

An IT Overhaul Takes a Marketing Agency to New Heights

Background

Red Door Interactive is a full-service marketing agency based in downtown San Diego. They utilize their data-driven expertise and global resources to help their clients' businesses flourish. Red Door has been nationally recognized throughout the years for both their incredible work and culture, and they continue to thrive and grow as a company with new remote workers joining their team across the nation.

Situation

Red Door found themselves in need of additional IT support to fill a technician role. When they began to see this need as an opportunity to scale their level of support and services, the conversation became focused around outsourcing to the right company as opposed to hiring a new team member.

Not only did they see how much they would be able to expand in knowledge and resources, but through outsourcing, they also understood that money and time would be saved in the process.



Industry: Marketing Agency
Headquarters: San Diego, CA
Annual Revenue: \$30.6M

Red Door Interactive is a full-service marketing agency and has been nationally recognized over the years for both their work and awesome workplaces.

Just before the pandemic started, one of our help desk techs left the company. This gave leadership the opportunity to think differently about what we needed moving forward. We realized that we wanted to have a much more scalable IT support function.

Dennis Gonzales
Sr. Principal, Information Systems and Technology



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Choosing the right Managed Service Provider (MSP)

Red Door and Managed Solution had previously worked together years before to move Red Door from Microsoft On Premise to the cloud. “We had worked with Managed on a project basis over a decade ago, and interestingly enough, it was a project that really helped to progress our IT infrastructure,” said Dennis Gonzales.

This made Managed Solution a prime candidate during their search. However, Red Door did their due diligence in the consideration process and interviewed a few other Managed Service Providers to ensure they went with the best option for them.

Ultimately, Red Door decided that with Managed Solutions proven capabilities from previous projects and the vast resources they possessed that they would be the best fit.

On choosing the right MSP, Dennis said, “We’d worked with Managed Solution on a successful project in the past, so we had a good idea of their capabilities. Since they are a Microsoft Partner, in addition to projects where they can support our software licensing. This was especially important to make sure that we have a compliant IT function error radar.”

The Solution

Managed Solution and Red Door began officially working together to provide Red Door with a solid IT infrastructure during an unprecedented time for the company and world at large.

The collaboration between Red Door and Managed Solution commenced amid the early stages of the pandemic, coinciding with Red Door's transition from one office to another. While Red Door had plans for a new office, they were postponed due to global circumstances. Dennis emphasized the need for a robust infrastructure to support a remote workforce in the absence of a physical office.

The plan was to then fortify Red Door's security and infrastructure while also providing them with opportunities for software licensing to ensure they remain both compliant and a step-ahead of other competitors.

Right off the bat, Red Door was able to quickly scale their support to a 100-person team of experts to support their sole IT lead, Dennis. This enabled Dennis to gain more control over areas of concern like staying on top of software opportunities and maintaining more governance over their cybersecurity structure.

All in all, Managed Solution has helped to modernize our technologies and infrastructures, provided key support on some important projects, developed the cybersecurity protocols, policies and controls to help us maintain our secure posture and also fulfilled our biggest goal of having that scalable expertise and support.

Dennis Gonzales
Sr. Principal, Information Systems and Technology

The Outcome

Together, Red Door and Managed Solution have not only achieved their original goals to bolster Red Door's IT support, infrastructure and security, but they have also managed to complete several exciting projects together to build upon and strengthen those areas.



Scalable IT Support



Guest Network Implementation



Multi-Factor Authentication



Email Security Enhancement



Software Licensing Support

From the design and execution of a brand-new security network, to implementing a guest network with a guest Wi-Fi key, building out multi-factor authentication, hardening and securing email stats and so much more. The working relationship between Red Door and Managed Solution has proven to be not just successful and highly productive, but also fun and enjoyable for both parties.

Managed Solution has the Microsoft expertise, the scalability, and if you're in an area where they have technicians, they can even offer local support. When you work with them you have a designated person that's assigned to help you, who you'll build that rapport with and who really becomes knowledgeable about your business' IT needs.

Dennis Gonzales
Sr. Principal, Information Systems and Technology

Contact us today to learn more about our digital transformation process.

sales@managedsolution.com or www.managedsolution.com



ABOUT

We're technology enthusiasts with a people-first approach. For over two decades, we've witnessed the profound impact that the right technology and support can have on businesses and individuals. Success, to us, is seeing our clients, partners, and team conquer challenges to achieve their greatest goals and build lasting connections. This relentless pursuit of inspiration drives us forward, pushing us to deliver innovative solutions that empower growth and lasting success. www.managedsolution.com   