THE it COMPANY

is about

efficiency.

ROSS/FOWLER, P.C.

A Case Study

ROSS/FOWLER
LANDSCAPE ARCHITECTURE
URBAN DESIGN & PLANNING

Ross/Fowler, P.C. is a comprehensive landscape architectural firm located in Knoxville. Originally founded in 1972, the firm has completed a wide variety of award winning landscape architectural projects with emphasis upon environment and landscape development. Technology is a critical component in being able to serve their customers. As their business has continued to grow, they have become more digitally inclined and rely heavily on their I.T. functioning properly.

While outsourcing their I.T. to an external business, Ross/Fowler found their I.T. needs were not being served in the time effecent manner they needed, making I.T. a frustration rather than an asset. Experiencing long periods of down time, technical problems not being fixed fully and lack of coverage during critical circumstances- they found themselves spending time dealing with I.T. issues internally. They did not have the capability or want the responsibility of managing I.T. in-house. They needed an I.T. provider who was reliable and effecent. Which led them to us.

Ross/Fowler found The IT Company and had an immediate comfort level when recognizing we worked with clients delivering similar services to their own. Knowing that companies they respect within their industry trust us and have had positive outcomes working with our team, gave them peace of mind in making the switch.

During the migration process, we walked them through each piece of equipment, what it's purpose is and what to do if there are any questions or concerns. Soon after their migration, the COVID-19 pandemic hit. Because of their switch to The IT Company, Ross/Fowler was able to transition to a remote work enviornment smoothly.

Since switching to The IT Company, Ross/Fowler has gained the confidence of being supported by an I.T. provider who efficiently handles any I.T. issues, that they can rely on during a bad technology day and who takes every concern seriously no matter how minor.

THE it COMPANY **is about** efficiency.

THE PROBLEM:

- Extended periods of down time
- Continually unresolved I.T. issues
- Lack of efficiency in I.T. problems being fixed
- Productivity taking a toll due to employees having to focus on technical issues rather than their own role
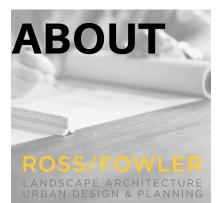
THE SOLUTION:

- Develop a customized plan with one of our senior engineers to address all specific technology concerns
- Migrate and update servers
- Increase security and configure all systems according to best practices

"The biggest difference is the feeling and knowledge that you guys are always there. There is a patience with our questions and helping us solve them. Nothing is too small for you to help us with. It is a breath of fresh air how willing and helpful The IT Company is."

-Patrick Brown, Ross/Fowler, P.C.

THE OUTCOME:

- Less time devoted to I.T. internally, allowing I.T. to be an asset
- New tools implemented to optimize effcency
- I.T. issues are solved in a timely manner, from start to finish
- Knowledge and comfort found in having an I.T. department they can rely on.

ABOUT

ROSS/FOWLER
LANDSCAPE ARCHITECTURE
URBAN DESIGN & PLANNING

Ross/Fowler is a leader in creative and responsible landscape architectural design. The firm has gained a reputation for design quality, competent professional service, and efficient project management. Ross/Fowler uses a team approach in the design and production of its projects. At the center of the team is the client, an integral player who actively participates in establishing the criteria for the scope, program, and design for the project.

Ross/Fowler's design goals focus on creating a sense of place and connecting the public to the unique flora and landforms of the site. Whether working at a grand scale or an intimate one, Ross/Fowler has the experience and technical expertise to transform spaces into destinations that inspire.

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THE IT COMPANY

The IT Company is a boutique Cloud and Managed IT Provider in Knoxville, TN. Our Mission is simple: Happy Customers.

We know that IT should help your business, not hold it back. We understand how crippling and critical IT problems are, which is why we've built a proven system optimized to reduce problems.

We partner exclusively with companies who have very little tolerance for downtime, are in High Security and/or High Compliance industries, desire 24/7/365 service and are expecting trust and happiness in their IT partnership.

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