



Company: Prevalent Networks

Headquarters: Warren, N.J.

URL: www.prevalent.net

Employees: 22

Key Market Verticals: Financial and retail

Specializations: Security, business continuity, compliance and availability

Business Challenge: A regional credit union in the New York area hired Prevalent Networks to help complete mandated improvements to its business-continuity plan. However, as the project began to roll out, Prevalent quickly realized it needed additional bandwidth and expertise to finalize the project on time and within budget.

Solution: Stuck between a rock and a hard place, Prevalent turned to the IMSN and was quickly teamed with a fast-growth solution provider. Ron Cook's Connecting Point Las Vegas served as a certified and experienced business-continuity consultant.



Results and Customer Benefits: With the help of the IMSN and Connecting Point, Prevalent Networks successfully completed the project and was awarded an ongoing services contract from the regional credit union. Connecting Point Las Vegas received a year-long project retainer from Prevalent Networks and extended its business-continuity footprint from regional to national practically overnight.

CASE STUDY: PREVALENT NETWORKS

PREVALENT NETWORKS TAPS INTO THE IMSN FOR BUSINESS-CONTINUITY EXPERTISE

Recently, a regional credit union in the New York area asked Prevalent Networks to submit a proposal for an upgrade to its existing business-continuity plan, which was being driven by requirements mandated by the National Credit Union Association (NCUA). The bank wanted to replace the large accounting firm, which had been in charge of the project, with a new provider that could deliver outstanding business-continuity expertise and bring stability to the project.

“What we were told was that the accounting firm was lacking the real expertise to successfully complete the upgrade and meet the mandates,” said Brian Okun, director at Prevalent Networks, a New Jersey-based solution provider specializing in business-continuity services. “The accounting firm had also gone through a number of consultants and there was no real sense of ownership and continuity within the project. The credit union simply wanted more.”

When conversations began, Prevalent intended to service the client with its own business-continuity consultants. Yet, when the contract finally came through, the fast-growth solution provider had just assigned two of its business-continuity experts to a long-term client project and a third recently resigned. This left Prevalent without enough staff to complete the project effectively.

“We had a great project, but no bandwidth to complete it,” said Okun. “We needed to hit the ground running, but didn't want to hire just anyone off the street. We needed an expert who had business-continuity experience and understood the dynamics of how we worked internally and with our clients.”

That's when Prevalent Networks turned to the Ingram Micro Services Network (IMSN).

Solution

A member of Ingram Micro's VentureTech Network (VTN), Prevalent is no stranger to the power of the IMSN. The solution provider uses



the IMSN frequently, but until now had never tapped into the network for consultative IT services. Yet, true to form, the IMSN delivered by teaming Prevalent with a fellow IMSN member who specialized in business-continuity services. “Thanks to the help of the IMSN and Ron Cook’s Connecting Point Las Vegas, we were able to offer our client a single resource from start to finish and deliver it with certified practitioners,” said Okun.

As the four-month project rolled out, Prevalent continued to provide the local touch and Connecting Point’s certified and experienced business-continuity expert flew in once a month to work with the team, banking more than 200 hours on the project. Together, the two companies worked seamlessly to update and complete the credit union’s business-continuity plan and make sure they were adhering to the stringent NCUA guidelines.

“Connecting Point met with the local Red Cross chapter, the county Office of Emergency Management, and the county Department of Health to identify the real risks and then rewrote the risk assessment and business impact analysis,” said Okun. “They did some of the work on site and other projects remotely and it worked out amazingly well. The client was thoroughly impressed.”

Results and Customer Benefits

Through the IMSN, the two solution providers were able to easily track and manage the project and the financial aspects of the engagement. By using IMOnsite, the IMSN’s online web portal, Connecting Point was able to update the project’s progress; Okun approved the invoices for the work so that Ingram Micro could automatically

debit Prevalent’s account and transfer the funds to Connecting Point.

In addition, the IMSN provided all of the necessary contracts with noncompete clauses, service-level agreements to guarantee response times, and customer-satisfaction surveys and scoring to ensure that the goal of the project was achieved. “Because of our VTN/IMSN relationships, the project tracking, invoicing and billing was a no-brainer and created no extra work for either of us,” said Lester Keizer, president of Ron Cook’s Connecting Point Las Vegas. “Ingram Micro also helped with the contractual agreements, making it a trustworthy situation for everyone involved.”

“The customer, Prevalent Networks and Connecting Point found the partnership a perfect solution to what could have been a deal breaker,” explained Okun. According to the NCUA examiner, the updated risk assessment had allowed the credit union to avoid some very real problems. “It turned out to be a great win/win for all of us,” said Keizer. “It’s a very large project for Connecting Point and a great project from a labor-utilization standpoint. Plus, it gave us exposure on a national level and established a very rewarding partnership between us and Prevalent.”

The business-continuity project went so well that the credit union has asked Prevalent’s team to continue as consultants with a monthly retainer. “It is a great win for us, and Connecting Point’s business-continuity expert will be facilitating the entire project going forward under Prevalent’s name,” said Okun. “It is going to be another great year of growth and partnership for Prevalent and the IMSN.”

“Thanks to the help of the IMSN and Ron Cook’s Connecting Point, we were able to offer our client a single resource from start to finish and deliver it with certified practitioners.”

— Brian Okun, Director, Prevalent Networks.

Business Opportunities

If you’d like to expand your business or geographic reach like Prevalent Networks did, consider partnering with Ingram Micro’s On-site Professional Services (OPS). You’ll be able to provide the installation and support your customers requires regardless of your location or available infrastructure. For more information, call (714) 566-1000, ext. 24896, or e-mail imsnservices@ingrammicro.com.