



SUCCESS STORY

INFORMATION

TECHNOLOGY

NETWORK

INFRASTRUCTURE

"We took 25,000 square feet of raw concrete and turned it into the premier, high-tech office space in the Capital Region. TAG Solutions came through in a big way, and we appreciate all of their hard work. Whether running cable, configuring routers, purchasing equipment, managing projects or just making sure that we had the right people at the right time, TAG Solutions' personnel were all critical gears in the machine."

Reg Harnish, CTO
Autotask

Autotask

East Greenbush, NY

The Challenge:

Autotask Corporation provides an innovative, web-based business management solution that helps IT Service Providers automate and manage people, projects and processes more efficiently. In just a few years, the firm grew from three programmers to nearly 60 technologists housed within a renovated mansion overlooking the city of Albany. Their unprecedented growth found them searching for a new home that would support their growing technology infrastructure and frequent hires.

While relocating is a challenge for any business, it was even more so for Autotask. Given the real-time/all-the-time nature of their product, it was paramount they keep critical services functioning for their thousands of clients worldwide before, during and after the move.

The Solution:

Reg Harnish, Chief Technology Officer at Autotask, called upon TAG Solutions to not only provide much of the technology infrastructure for the new facility, but to also become an extension of their team to assist with planning and executing the relocation.

First, the experienced infrastructure professionals at TAG Solutions designed and installed robust, flexible and scalable transmission pathways critical to the Autotask Voice over IP and data networks. Next, Autotask and TAG Solutions network engineers designed and implemented the core network and carrier services to achieve optimal levels of capacity, redundancy and reliability.

TAG Solutions adopted management responsibility for the entire project, calling upon the firm's diverse technical knowledge, proven ability to meet time-sensitive deadlines, and enterprise relocation expertise. The team managed multiple vendors to implement all communications-related technologies, including voice, security and wireless access – all on time and on budget.

The Return:

Throughout Autotask's technology planning and implementation, the TAG Solutions team kept one mission in mind – ensuring that Autotask got the most out of every technology dollar they spent. The results will pay Autotask dividends over time as the technology and systems put in place by TAG Solutions give them and their customers the bandwidth they need to flourish.