SKYTIDE GROUP

A CASE STUDY

How we reduced IT costs by 50% for a strategic organization focused on landscaping.

OVERVIEW

Our client is a strategic organization focused on acquiring and revitalizing distressed companies within the lawn care and tangential services industries, including sectors like pest control.

CLIENT PROFILE

Established five years ago, this group operates with a clear vision of identifying undervalued businesses, enhancing their operational efficiency, and eventually either recapitalizing or selling the aggregated entities.

The group's approach involves standardizing processes across its portfolio companies, particularly in IT management, to drive profitability and ensure seamless operations.

By focusing on creating efficiencies through the implementation of Standard Operating Procedures (SOPs), the client aims to scale the businesses effectively while maintaining an emphasis on cost control and service quality.

"For businesses experiencing growth, expanding with a hybrid workforce, and embracing the cloud, SkyTide's exceptional team delivers seamless execution that doesn't disappoint."

THE CHALLENGES

- **Fragmented IT Systems:** Acquired companies used their own CRM and time management systems, leading to a disjointed, hard-to-manage IT environment.

- **Outdated, Vulnerable Infrastructure:** Aging on-premise servers lacked proper security, exposing the network to breaches and inefficiencies.

- **High Support Costs:** The lack of standardization across IT systems drove up support costs, with each location needing tailored solutions.

- **No SOPs:** The absence of standardized procedures hindered consistent service delivery and operational efficiency.

- **Slow Onboarding:** Inconsistent IT infrastructure delayed the onboarding of new acquisitions, slowing integration and scaling.

- **Lack of IT Vision:** The IT setup didn't align with the Investment Group's goals, undermining trust in IT and affecting company culture.

- **Scaling Challenges:** The inability to standardize IT processes limited the group's ability to scale and grow efficiently.

SELECTION PROCESS

> ❝We partnered with SkyTide as our MSP, and they've cut our IT costs by half while significantly boosting our efficiency. It's been a game-changer for our business."

Why Us?

The Investment Group chose SkyTide after recognizing the need for a scalable, standardized IT solution to unify its diverse and costly infrastructure. Initially impressed by SkyTide's support of a recently acquired company, the group issued a Request for Proposal (RFP), seeking a partner who could deliver cloud-based solutions, cost efficiency, and remote support. SkyTide was the only respondent able to meet these specific requirements, and their approach aligned perfectly with the group's business goals.

After a thorough evaluation, SkyTide was selected as the IT partner, ensuring a seamless transition to a more efficient and unified IT system across all locations.
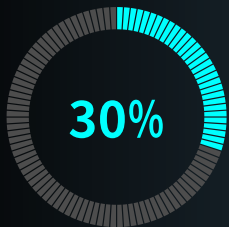
Implementation

SkyTide began the business transformation by assessing the Investment Group's existing IT infrastructure. Identifying outdated systems and vulnerabilities, they migrated to a centralized, cloud-based platform, ensuring enhanced security, accessibility, and efficiency across all locations.

SkyTide developed tailored SOPs to standardize IT operations, covering key areas like workflow, procurement, and onboarding. They provided comprehensive employee training and committed to ongoing support, ensuring the new IT environment remained efficient and adaptive to emerging needs.

THE RESULTS

50%
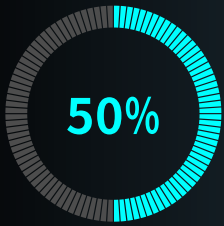
Reduction in IT Costs

30%

Reduction in Business Voice Costs

1 SkyTide's implementation of processes and procedures brought immediate improvements to the Investment Group. The shift to a cloud-based platform and standardized SOPs created a more secure, consistent, and scalable IT environment.

2 This transformation cut IT costs by half, sped up onboarding, and streamlined workflows, boosting employee satisfaction and productivity. Leadership gained better control over IT expenses and operations, while faster onboarding supported the group's growth strategy.

3 Enhanced IT infrastructure also reduced cyber liability costs, positioning the Investment Group for sustained success and accelerated growth.

- **Accelerated Onboarding:** The group onboarded new locations faster than planned, within months of engagement.

- **Growth Acceleration:** Streamlined IT processes enabled quicker acquisitions, boosting overall growth.

- **Lower Employee Turnover:** Enhanced IT infrastructure reduced employee turnover.

- **Decreased Cyber Liability Costs:** Our processes helped lower expected professional cyber liability costs.