



CASE STUDY

Real World Success Story

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 industry.



CLIENT PROFILE

Established eight years ago, this group operates with a clear vision of identifying undervalued businesses, enhancing their operational efficiency, and eventually either recapitalizing or selling the 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- **Outdated, Vulnerable Infrastructure:** Aging on-premise servers lacked proper security, exposing the network to breaches and inefficiencies.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.

THE 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.

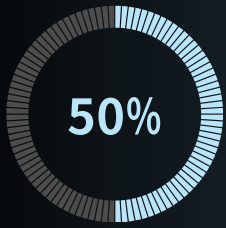
Why Us?

The group chose SkyTide for our proven ability to unify complex IT environments with scalable, cloud-based solutions. After seeing our success with a recent acquisition and issuing an RFP, SkyTide stood out as the only partner able to meet their specific goals for efficiency, standardization, and remote support.

What We Did:

SkyTide assessed the group's outdated IT systems and led a full migration to a secure, cloud-based platform. We created tailored SOPs, standardized operations, trained staff, and continue to provide ongoing support to keep their IT environment efficient and future-ready.

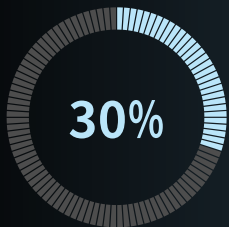
THE RESULTS



Reduction in IT Costs

1

Our processes and procedures brought immediate improvements. The shift to a cloud-based platform and standardized SOPs created a more secure, consistent, and scalable IT environment.



Reduction in
Business Costs

2

This transformation cut IT costs by half, sped up onboarding, and streamlined workflows, boosting employee satisfaction and productivity.

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.

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