

## MANAGED SERVICES

A SPORTS

SUCCESS STORY

# SINGLE SOURCE PROVIDER



## IT Expertise Ensures a Successful Season Opener

### About the Client

Founded on the 126th anniversary of the Great Chicago Fire, the Chicago Fire Soccer Club boasts six major domestic championship titles, including the 1998 MLS Cup; 1998, 2000, 2003 and 2006 US Soccer Open Cups, and the 2003 Supporters Shield. Anchoring Chicago's growing soccer fan base, the Fire play at Toyota Park in Bridgeview, IL. The Fire also operates an extensive player development system consisting of the Chicago Fire Academy, a top 5 nationally ranked program, and the Chicago Fire Juniors youth clubs, 15,000 players strong. The Chicago Fire Foundation is the Club's philanthropic arm that serves disadvantaged youth throughout Chicagoland. The Club also opened The PrivateBank Fire Pitch in December 2015, the city's premiere facility for year-round soccer that is open to the public and soccer players from across the region.

### Their Challenge

The Club faced a series of challenges, the first of which was that its their primary office platform was in end-of-life and was no longer being supported. This left the Fire's operation vulnerable, so it was imperative that the operation migrate to a supported platform. This presented a second challenge: the upgrade would involve Active Directory migration, and the organization wanted to change their domain name from Toyota Park to Chicago Fire. They needed support from someone

### OVERVIEW

#### Industry

Sports

#### Client Profile

Chicago Fire Soccer Club is a Major League Soccer team based in Bridgeview, IL. The organization has separate IT environments in its two facilities that service a staff of 75 full-time and 60 part-time personnel.

#### Business Situation

Two critical issues converged on the Fire IT operation at once: the organization was seeking a new managed print provider just as its primary operation platform was reaching end-of-life. They needed to find an IT provider who could solve both issues.

#### Solution

ITsavvy consolidated multiple print contracts and supported the club as it migrated data during its busiest time of the season.

#### Benefit

- > A new print fleet was right-sized for user needs with contracts that were negotiated for significant savings. A well-planned and executed data migration ensured the least amount of disruption.

with domain expertise. A third concern was the high cost of separate contracts for copier leases and maintenance. The Club preferred to consolidate the two contracts into one, which meant finding a provider with dual capabilities.

The Chicago Fire was seeking a strategic partner that would not just deliver necessary IT solutions but also support the Club's growth and community initiatives. ITsavvy was selected as the Official Information Technology Solutions Provider for the Chicago Fire with a multi-year agreement. "ITsavvy brings comprehensive IT solutions and expertise that is vital to our Club's business operation," said Chicago Fire Chief Operating Officer Atul Khosla. "We are excited to welcome the organization to our team and appreciate their commitment to the Fire."

### Our Solution

For the print contract challenge, ITsavvy proposed savvyPrint, our managed print solution. This enabled us to consolidate the two print vendors into a single, lower cost contract. However, there was time remaining on the fleet contract, so ITsavvy worked diligently to negotiate a favorable conclusion. "Our discovery process further revealed fleet inefficiencies with extreme downtimes," said Rob I., Senior Director, Managed Services for ITsavvy. "We were able to reduce costs by right-sizing the fleet with two Toshiba MFP 6570 devices and one Toshiba 287 CL device that were better suited to user applications while improving reliability considerably."

With that challenge resolved, the team moved on to the network and directory upgrade. During the discovery process, Mike R., Senior Technical Consultant for ITsavvy, realized that an original firewall had not been set up correctly, which was impacting the ability of the staff to work collaboratively. Mike's team uninstalled the on-premise Exchange Server to complete the operation's migration to Office 365. They also modernized the Fire's directory services infrastructure by upgrading to the latest version of Active Directory and then migrated to a single Active Directory.

### Their Success

On the copier fleet side of the project, ITsavvy was able to consolidate contracts and reduce monthly payments. The project itself was completed under budget. "The copier machine switch out was complicated because they had to touch every computer in our two locations. And it was all

"We appreciated that they could get everything done in season yet without any impact to our business."

Pawel S., Vice President, Finance & Administration, Chicago Fire Soccer Club

"The project was done in phases to minimize downtime. With each cutover I was more and more confident of ITsavvy's abilities."

Gina F., IT Manager, Chicago Fire Soccer Club

done during our most hectic time of the year,” said Gina F, IT Manager for the Chicago Fire. Additionally, the Fire’s all-Mac environment required the knowledge of one of ITsavvy’s Mac specialists who could integrate the Microsoft platform with 60 desktops and 30 laptops. This was just one of several ITsavvy specialists who were brought into the project.

ITsavvy also installed PaperCut print management software for better tracking and monitoring of jobs down to the user level. “For enhanced authentication and security, the Fire now knows who is using what and when,” said Rob.

Finally, Mike helped Gina update the domain controller from Toyota Park to Chicago Fire. “Technically it’s not a big change, and it sounds easy, but it required a certain sensitivity,” said Mike. A big challenge was that the project was scheduled for the week after the soccer season opener, and it was critical that weekend games and events wouldn’t be affected. “Ordinarily these things would have been scheduled during the off season,” said Pawel. “But we were several versions of software behind, and the domain controller is the heart of our business. The server end-of-life meant we couldn’t put it off any longer.”

The update took place during several months and through several cutovers, with careful scheduling for the least amount of downtime. “Everything was planned out perfectly. We were very impressed,” said Gina.

ITsavvy’s position as a provider/partner helped strengthen a commitment for success. “We felt like partners right from the get-go,” said David T., ITsavvy Business Development Manager. “It fueled our competitive spirit as a company. The Fire fan base just became 250-people stronger.”

### FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

#### ITsavvy

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## The ITsavvy Solution

### HARDWARE

- Toshiba e-STUDIO® 6570C MFP
- Toshiba e-STUDIO 287CSL MFP
- Dell Laptops
- Apple Macbooks
- Apple iPads

### SOFTWARE

- PaperCut Print Management
- Microsoft Licensing
- Cisco Licensing

### PARTNERS

- Toshiba
- Dell
- Cisco
- Microsoft
- Apple

