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IT SERVICES SPECIAL

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50 Most Promising IT Services Providers 2015

Rapid technological advances in the enterprise realm drive the demand for IT services today. Epitomizing the concept of synergy, IT services companies help their clients focus on their business by taking care of all the IT needs. Meanwhile, cloud, analytics, and mobile have opened up a treasure chest for companies, helping them bring down costs.

In this scenario, the biggest goal for IT services providers is to channelize their client's IT investments in proper ways. In order to ensure business continuity, IT services providers today offer multiple solutions through a single pane of glass with the help of dashboards driven by analytics and the client needs. This includes a wide solution spectrum for business needs ranging from business process management to communication and collaboration to disaster recovery.

IT services companies align their business strategy with that of their clients so as to create a smooth conducive environment

powered by IT. With granular focus on a wide variety of constraints and risk, these companies develop service portfolios that match the clients' business goals.

The mounting pressure to keep up with the market changes and rising customer expectations no longer seem to be a major deterrent to solution providers and IT giants who are constantly evolving to strengthen their turf of offerings. To simplify and help CIOs navigate the IT Services technology landscape, CIOReview presents a special edition on most promising IT Services companies 2015. A distinguished panel comprising of CEOs, CIOs, VCs, analysts including CIOReview editorial board has selected the final 50, listing the best vendors and consultants who provide key technology solutions related to IT Services in the U.S.

We present you "50 Most Promising IT Services Companies 2015."



Company:

Brightside

Description:

A provider of innovated and cost effective IT design, implementation, and management solutions for the small businesses

Key Person:

Rich Hervig,
CEO

Website:

brightside.net

Brightside Delivering Agile and Adaptable IT Services

Organizations across all verticals are undergoing a massive transformation as IT plays an increasingly important role in all aspects of business. IT support companies must adapt with the changing technology and demands and look more closely at innovation rather than maintenance. “With the number of IP-enabled devices multiplying at an alarming rate, we are in the midst of a data explosion. Storage, Bandwidth and Security concerns have growing businesses depending on IT more than ever before,” says Rich Hervig, CEO, Brightside.

To curb the complexities around the IT landscape, Atlanta, GA-based Brightside assists organizations by constantly monitoring, assessing, and reporting the trends. “We continuously watch for and test new innovations and technologies that might be a good fit for the networks we manage” he adds.

Brightside offers innovative IT design, implementation, and management for small businesses. The company’s managed services allow small businesses to transfer the responsibility of managing their entire IT operations for a fixed monthly fee. “The fee is based on the size and

scope of the network and the complexity level and responsibilities the network brings” says Hervig.

Brightside helps their clients succeed by strategically solving their unique technology challenges in the most cost effective and efficient ways possible. The

company ensures that their client’s networks are properly set up, secured, monitored, and maintained to avoid any problems that would affect productivity. “Our proactive approach enables

us to catch troublesome small issues in the network before they become

expensive problems to effectively eliminate downtime and maximize performance,” explains Hervig.

The company also helps healthcare organizations by assisting them with HIPAA compliance and data management strategies. Additionally, Brightside provides strategic partnerships with hardware and bandwidth providers, data centers, imaging solutions companies, and PM/EHR application companies. The company firmly believes that to maintain a strong and loyal client base you must always strive to deliver unparalleled services at a reasonable cost.

To highlight one of Brightside’s customer success stories, a well know medical practice, with the help of Brightside, was able to grow their five offices to fifteen in less than three years. Brightside helped the customer by leveraging virtualization technologies and building a virtual terminal server farm they were able to add new remote desktop servers, users, and offices during the growth period without any hardware upgrades. “This process enabled the client to grow unencumbered by the worry

“**Agility and adaptability are key to success in this rapidly changing information technology landscape**

of expensive IT infrastructure costs and delays and enabled them to stay focused on their continued success,” affirms Hervig.

Brightside’s company culture preaches three important aspects—responsiveness, communication, and friendliness—that focus sets them apart from most others in the industry. “We have a ‘Rapid Response Guarantee’ which promises the four nines,” explains Hervig. “A nine minute or less response to any ticket emailed in or entered in our client portal, and every phone call answered in nine seconds or less.” Brightside guarantees to do this at least 99 percent of the time or its clients are entitled to a month of service at no charge.

Taking positive strides towards the future, Brightside aims to expand its operations geographically. “I see us moving into Tennessee and Alabama in the next two years, Chattanooga and Birmingham are both progressive cities and I think we would be well received,” concludes Hervig. [UR](#)



Rich Hervig