



Case Study

RAINES INTERNATIONAL RELIES ON KRANTZ SECURE TECHNOLOGIES FOR EXCEPTIONAL RESPONSIVENESS AND EXPERTISE



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Case Study - Raines International



When Raines International required a service provider more suited to their needs, they turned to Krantz Secure Technologies. For many years Raines International has trusted Krantz to deliver quality and timely IT support.

Founded in 1969, Raines International is an executive search firm with a team of over twenty staff. Based in New York City, they serve clients on five continents and connect them with top talent from around the globe. They provide world-class consultative service, professionalism, and access to outstanding candidates. It is imperative that Raines International maintains a secure and sophisticated IT network for communication and confidentiality.

“A recommendation was made to check out Krantz.”

Raines International was using a non-managed IT service to repair problems as they occurred and an ad-hoc approach to addressing their technology needs

Raines International’s Peter Dempsey says, “It used to be that no one paid much attention to our technology. We were kind of just adopting solutions along the way.”

As technology became more and more fundamental to their business, Raines International realized that their previous IT provider was not giving them the level and direction of service they wanted.

Dempsey explains, “We were working with an unresponsive firm when someone made a recommendation to check out Krantz.”



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The Situation: International executive search firm needs responsive and reliable IT service

Initially hired on a similar break/fix model as Raines International's previous IT company, Krantz immediately supplied them with a higher level of service. After assessing the technology Raines International was using, Krantz advised they move their operations to a single virtual server, which would allow them to perform at optimal levels.

According to Dempsey, "They helped us to realize we needed a new server installed and assisted with the entire implementation."

"Krantz's responsiveness is top-of-the-line."

Raines International has reaped the benefits from the fantastic service Krantz delivers. Krantz has a forward-looking approach, suggesting and providing cost-effective solutions for Raines International where they are needed.

Dempsey states, "Krantz's responsiveness is top-of-the-line. I don't have the constant questions anymore because Krantz is always proactive with answers. They know what we need before we do."

The Solution: Teaming up with Krantz for proactive and dependable support

Krantz has developed a great working relationship with Raines International, becoming an integral part of their team.

Dempsey says, "The scope of their help has been varied and has changed quite a bit over the years. Today the most important thing Krantz does for us is the constant monitoring for problems. The real change over time has been going from a break/fix model of tech support to a much more proactive approach."



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Krantz provides Raines International with indispensable services, including:

- ✓ **Backup and Business Recovery Solutions** – Ensuring data is secured and providing business continuity in case of disaster
- ✓ **Comprehensive Security** – Robust and extensive business grade security solutions to identify and mitigate threats
- ✓ **Scheduled Business Reviews** – Regular technology reviews to ensure that best practices and objectives are being achieved
- ✓ **Managed Services** – Monitoring solutions that predict and prevent network problems and failures

Dempsey unquestionably recommends Krantz for their ability to identify and resolve issues quickly and efficiently.

“I wear a lot of hats, so tech strategy and monitoring any potential problems that exist is invaluable support to us.”



Krantz Secure Technologies is dedicated to delivering exceptional response times and effective solutions. Contact us now at (212) 286-0325 or Sales@KrantzSecure.com to get the very best in comprehensive IT support.

