

Blue Ridge Electric Cooperative

Energy Provider: Immedion's IT Support Service
Supplements Entire IT Department for Blue Ridge



RESULTS

Dedicated onsite support team manages daily technical operations

24/7 remote technical support

vCIO consulting sessions for strategic IT guidance

Critical devices monitored and proactively managed 24/7, including updates, patching and antivirus

“At Blue Ridge, we place a premium on providing dependable service to our members. To do this requires operating and maintaining a complex network with several hundred computers and devices. We rely heavily on Immedion for their expertise in planning and follow through to keep us secure and up-to-date with ever-changing technology. Over the years they have been more than just our provider; they’ve become our trusted IT advisor and partner,” said Scott Brezeale, Manager of IT Services at Blue Ridge.

THE CLIENT

Blue Ridge Electric Cooperative is an energy provider that serves almost 66,000 members over 6,900 miles of power line in South Carolina. As every aspect of the cooperative’s operation is member-driven, Blue Ridge places a premium on providing dependable service.

CHALLENGE

Blue Ridge’s information technology network is a critical component to their organization to help ensure reliable service during every phase of their operation. They depend on technology as a means of providing great customer satisfaction, increased employee productivity and better organizational efficiencies.

In order to maintain the optimal condition of their electrical distribution system and to focus on delivering quality service, Blue Ridge needed a technology partner who could proactively manage the day-to-day IT operations. Their managed services provider must deliver 24/7 support to supplement their IT department and help ensure their IT infrastructure remains on the cutting-edge of technology.

SOLUTION

Blue Ridge chose local managed services provider, Immedion, for their IT Support Services. Immedion’s experts first performed an in-depth assessment to understand their technical environment. Immedion monitors and proactively manages Blue Ridge’s critical devices 24/7 to ensure optimal network health and security. A dedicated Managed Services team visits Blue Ridge onsite to provide hands on support services and handle the day-to-day technical responsibilities and this is backed up by 24/7 remote support for issue resolution. In addition, Immedion’s support program provides strategic vCIO consulting services to ensure Blue Ridge’s technology is evolving to meet the overall growth and demands of their organization.

RESULTS

Today, Blue Ridge relies on Immedion as their full time, trusted IT advisor to maintain the overall health, uptime and security of their IT infrastructure. Their partnership with Immedion has resulted in improved uptime and availability of their IT networks, as well as increased efficiencies that contribute to the overall success of the cooperative.