

**POMEROY** CASE STUDY **POMEROY**  
infrastructure. optimized.™ INDUSTRY TECHNOLOGY SERVICES

# FINDING A CLOUD SERVICES PARTNER TO GROW WITH



**Pomeroy At-A-Glance:**

Pomeroy provides a broad range of high-quality IT infrastructure offerings to mid-market and enterprise clients.

**Challenges:**

Pomeroy wanted to move towards a full cloud computing environment and to expand its services to bring increased value to customers.

**Goals:**

Pomeroy needed a reliable partner that was flexible and open to new ideas and challenges.

**Business Outcome:**

Partnering with Navisite® has helped Pomeroy to realize revenue increases of \$3-5 million.

**COMPANY OVERVIEW:  
POMEROY**

Pomeroy is a Cincinnati-based IT services provider focused on providing high quality managed IT infrastructure services, professional and staffing services as well as procurement and logistics services to Fortune 500 corporations, global outsourcers and the public sector throughout the U.S., Canada and Europe. Pomeroy provides a broad range of IT infrastructure offerings to mid-market and enterprise clients across three primary practices: end-user services, data center operations and networks.

**Challenges**

Pomeroy takes a fully-integrated view of infrastructure management. From the desktop to the data center, Pomeroy employs proven best practices to guide businesses' IT infrastructures along a course of continual improvement.

Previously, Pomeroy had transitioned its data center to a third party provider and virtualized most of its internal infrastructure. However, this initial partner could only provide physical data center space and assets — Pomeroy needed more. Pomeroy required a partner who could help the company move to a full cloud computing environment in alignment with its goal of not owning any physical computing assets. In addition to finding a partner who complemented its own service offerings, Pomeroy had to find a company

flexible enough to allow for future growth and which could assist in rolling out new services for end users.

**Goals**

It was essential for Pomeroy to work with a partner who was flexible, open to new ideas and challenges and willing to work to solve clients' unique problems. Keith Blachowiak, CIO of Pomeroy, says that, since customers are at the heart of Pomeroy's operations, the company always works with partners that share the core values of customer service: agility, flexibility, a solutions orientation and a focus on collaboration. Pomeroy decided to work with Navisite because the two companies' cultures and management teams were in alignment

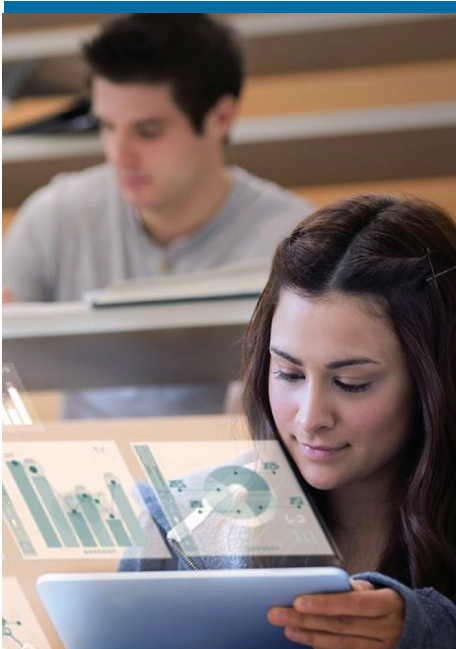
"Pomeroy and Navisite are intensely focused on what will make our clients successful," said Blachowiak. "Because both of our cultures are based upon that philosophy, it allows us to bring together services seamlessly."

**Results**

Navisite became the managed hosting provider for Pomeroy's data center, after Pomeroy transferred all of its enterprise corporate equipment to Navisite facilities. Together, Navisite and Pomeroy offer clients a complete solution to deploy the best cloud solution and expertise. For example, Navisite became the provider of Pomeroy's underlying cloud services, upon which Pomeroy is able

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to layer additional services for sale to its end customers, while Pomeroy provides field technicians and IT service desk capabilities for Navisite customers. Through this relationship, a client who is seeking Navisite managed data center hosting, alongside service desk capabilities, can work directly with Navisite for both solutions.

The results of the partnership have exceeded both companies’ expectations. After just over 12 months of collaborating, Pomeroy and Navisite closely aligned their offerings, working together to gain four new customers. The ability to partner with Navisite helped Pomeroy realize revenue increases of \$3-5 million. Most important though, was the positive response from customers. While the end customer is aware that two companies are working together to deliver their services, the feedback is that they see one common approach and one reliable set of solutions. Pomeroy is currently reviewing and piloting additional Navisite services.

### Summary

By aligning with Navisite, a company who offers complimentary services to Pomeroy and shares the same cultural values, both companies have been able to deliver white glove service to their customers. Navisite and Pomeroy are truly a partnership that is better than the sum of its individual parts.

### About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise customers depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centers. For more information about Navisite’s services, please visit [navisite.com](http://navisite.com) or [navisite.co.uk](http://navisite.co.uk).