



INTERIM CTO SERVICES CASE STUDY

About Hosted Solutions

Hosted Solutions is a Carolina-based company providing complete and customized managed and dedicated web hosting solutions. They offer technical expertise in best practices and best-of-breed technologies as well as flexible and scalable packages and a la carte services.

Background

Springboard Hosting (now Hosted Solutions) was seeking assistance with analysis, recommendations and implementation of expansion to an additional market in Charlotte, North Carolina. Management of this project involved supervision of the expansion process including, but not limited to, due diligence on site locations, vendor selection and contract negotiation, site staffing, technical infrastructure and product enhancement. The Arrington Group, with their unique understanding of Information Technology and wide range of operational experience, was selected in 2003 to manage this project.

Approach

The Arrington Group approached this project as they do all projects, following their philosophy that experience and planning are the most critical elements. They understand that the Client requires a long-term solution and not a “quick fix”. The Arrington Group developed a plan that met Hosted Solution’s needs and meticulously set about executing it. These plans included:

- Due diligence and budget preparation for site location, vendor support contracts and maintenance agreements
- Development and implementation of staffing model including roles and responsibilities
- Development of operational processes and procedures from sales through implementation
- Development of technical infrastructure from services and security to storage and backup
- Analysis and recommendations for development of additional product offerings

Results

Upon completion of this project, Hosted Solutions was in possession of fully-functional technical systems for the expansion location in Charlotte, NC. Included with these projects were processes and documentation that were subsequently applied to additional future expansions.

Rich Lee, CEO of Hosted Solutions says, “The Arrington Group was very valuable to me. They have expertise in everything from facilities, to storage, to networks, to security. The Arrington Group understands complex technology initiatives across a gamut of technology.”

The Arrington Group was able to identify crucial needs, develop all necessary processes, acquire all essential resources and implement all programs. They successfully completed this project under schedule and under budget while meeting or exceeding all of the goals set by Hosted Solutions.

About The Arrington Group

The Arrington Group understands Information Technology (IT), end-to-end and provides products and services to Executive management. Their products and services, including specialized packages and customized professional consulting, offer solutions to some of the most challenging areas within the IT organization. The Arrington Group knows that “When you succeed, we succeed.”

“The Arrington Group just gets it!”

*Rich Lee, CEO,
Hosted Solutions*