DYOPATH

Case Study: Pathfinder/LL&D Insurance Group, LLC

Client Profile

Pathfinder/LL&D Insurance Group, LLC (Pathfinder), was founded in 1913. They are a Houston, TX-based independent insurance agency that provides insurance coverage for commercial and personal policies.

Initially, Pathfinder partnered with DYOPATH to assist with Help Desk support and server monitoring. However, on October 30, 2015, Pathfinder experienced a severe IT-related problem that caused their systems to be down for 8 hours. Their local IT team was unable to access the servers remotely. At this time, Pathfinder was only using two in-house IT personnel to handle any issues, and due to the lack of remote access, they had to travel to San Antonio, TX from Houston, TX to address the issue. Within a year, they ended up transitioning all their IT needs to DYOPATH. The solution offered by DYOPATH guaranteed competitive pricing that included server monitoring along with 24x7 support availability.

In addition to taking over the infrastructure, DYOPATH completed a cloud migration project to consolidate over 30+ servers down to 8 mission-critical servers and migrated them to the Microsoft Azure. The migration to Azure eliminated data center, on-premise, and software/hardware costs and allowed for scalability – which was an unforeseen necessity [when the 2020 pandemic struck]. The remote desktop servers were able to be scaled up to support an entirely remote workforce.

"Over the 3 ½ years we've worked together, there have been a lot of positives. For me, the best piece has been the project to move our infrastructure, including our phone system, into the cloud." Wes Kurt, COO

- ○ Founded in 1913
- ○ Revenue Size: $7 Million
- ○ Employee Size: 60
- ○ Core Services/Products/Offerings: Independent Insurance Agent

CHALLENGE	SOLUTION	BENEFITS
Limited user support.	24x7 Service Desk with an ITIL compliant Information Technology Service Management (ITSM) ticket tracking system. Microsoft Azure Cloud Services.	Better uptime and faster response to users. Also, lower cost.
Limited knowledge and expertise.	DYOPATH provided a staff full of expertise across multiple IT disciplines.	100% of SLA goals met or exceeded. Highly scalable cloud infrastructure.

"Our employees always have someone to call, no matter what day of the week or time of day."

Jonathan Marshall, CFO, Pathfinder

Executive Summary

The DYOPATH team ensured the onboarding process for Pathfinder was seamless. DYOPATH provided Pathfinder with professional, knowledgeable and diligent Service Desk support day in and day out. We also assisted in planning and implementing major IT initiatives that included transitioning their server infrastructure and phone system to the cloud. There was very little disruption to the staff and DYOPATH delivered the project under budget.

"Aside from planned maintenance, we've had over 99.7% uptime since moving our IT needs to DYOPATH."

Jonathan Marshall, CFO, Pathfinder

Since partnering with DYOPATH, the Pathfinder team has lowered their IT costs while at the same time experienced better uptime for their technology support for their end users. Moving from a hardware-laden IT infrastructure to a cloud-based one has improved reliability and cost over the long term.

Future Plans

Pathfinder plans to continue to partner with DYOPATH because of their professionalism, expertise and value. A few years ago, Pathfinder wouldn't have thought it possible to not have an on-site IT department, but it is possible. DYOPATH is their IT department.