

# InVesta Services

## Finance IT Case Study

### ▶ WHEN A "ONE MAN BAND" WON'T CUT IT

Choose a partner to pick up the slack

#### OUTSOURCE YOUR HELP DESK

Leaving you time to focus on the big stuff

#### APPLICATION DEVELOPMENT

Outsource to grow your department without growing your w-2s



**1PATH**

# WHEN THE WEIGHT OF THE WORLD IS ON YOUR SHOULDERS

## ➔ The Problem



Investa had a simple issue of employee bandwidth. Without a large enough IT department, prioritization inevitably causes some needs to fall by the wayside.

Keeping a team, including remote workers, up and running from a technical standpoint was important, but this Help Desk support work was limiting their efficiency, and growth opportunities.



## ➔ The Solution



1Path employs a large number of highly trained and skilled engineers, capable of tackling industry specific IT challenges.

By engaging the 1Path support resources, their users received more timely responses and resolutions – all while allowing their application developer the time to fully optimize application creation and management. With this new freedom, their developer was able to better optimize his application development and management – ultimately relying on 1Path’s application development team to provide support in this area as well.

## ➔ The Results



After partnering with 1Path, Investa enjoyed the relief that comes with outsourcing more routine IT support.

They were able to begin focusing more of their internal resources toward developing needed applications, and with 1Path’s engagement were better positioned to efficiently manage these applications and grow the business.

# RUNNING A SKELETON CREW

Investa services tax liens and tax deeds throughout multiple jurisdictions, with differing compliance regulations. The non-standard requirements of their business require extreme optimization of a variety of applications. These applications need to be fully compliant with regards to their local laws, format and regulations.

Because their internal IT department revolved around one key individual, the simultaneous creation of these applications, while also running a full-service IT Help Desk was simply impossible. It was then Investa decided outsourcing their IT Support Center was their next step toward full IT efficiency.

They needed to partner with an MSP that could handle their specific technical support requirements, so they could keep their internal team focused on their company’s application development needs. With 1Path running their support center, they could focus on creating the applications they needed to function smoothly, while remaining compliant across a variety of jurisdictions.

“Our business had reached a point where we were limiting ourselves and we knew we needed some help. Taking the IT support burden off of us immediately positioned us to focus on growing the business.”

- Rufus Chambers Jr., Executive Vice President InVesta