



CASE STUDY

Transforming IT Operations for a Growing Mid-Sized Company

YEAR

2025

INDUSTRY

Manufacturing

EMPLOYEES

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Challenge

A mid-sized manufacturing company was experiencing rapid growth, which exposed critical gaps in its IT operations. The organization initially relied on a small retainer contract for managed IT services. Their internal IT team was composed of one full-time hire and, later, another early-career professional. Oversight of IT fell to a senior data specialist whose primary responsibilities lay outside IT management.

Solution

As the company expanded, senior technical staff were increasingly pulled away from their core responsibilities to manage IT issues, leading to inefficiencies and frustration. The internal IT team, though eager to learn, lacked mentorship and strategic direction. At the same time, the company was planning a facility build-out and office expansion, requiring IT expertise beyond the capabilities of the current team. Tool fragmentation further complicated operations, with multiple third-party solutions overlapping with the Microsoft stack and increasing management complexity.

These challenges highlighted the need for a more proactive and strategic approach to IT leadership, setting the stage for a transformative engagement.

The company engaged a higher level of consultancy, transitioning from a traditional MSP model to a vCIO. iuvo's expert stepped in as interim IT director, providing:

- **Strategic Leadership:** Developed a plan to consolidate vendors, improve cybersecurity posture, and coordinate IT aspects of the facilities expansion.
- **Mentorship and Management:** Took over direct management of the IT staff, handling HR functions, reviews, and professional development.
- **Tool Consolidation:** Identified redundant tools and initiated a phased migration to a unified Microsoft platform, improving efficiency and setting the stage for advanced security solutions like MDR and SIM.

Results

Operational

EFFICIENCY

Staff

DEVELOPMENT

Cost Savings +

STRATEGIC REINVESTMENT

Security Posture

& RISK REDUCTION

Outcome

Operational Efficiency: Senior staff were freed to focus on their primary roles, increasing productivity and supporting the company's mission.

Staff Development: Junior IT team members received consistent mentorship, accelerating their growth and preparing them for future leadership roles within the company.



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Cost Savings and Strategic Reinvestment: iuvo's experts conducted a thorough audit and identified significant savings through tool consolidation and process improvements. These savings were strategically reallocated to address the company's evolving security needs, ensuring a stronger, more resilient IT environment.

Security Posture & Risk Reduction: Closed unseen gaps. Surfaced critical areas the client believed were "covered by 365" (e.g., data protection) and realigned budgets to address them, improving resilience without disrupting operations.

Ready to discuss your IT challenges?

Request a consultation and we will connect you with the right solution.

iuvotech.com/contact-us