



Profiles in IT Management Ike Kligerman Barkley Architects

At a Glance

The Context Today's IT networks now offer architectural firms major productivity gains and communication advantages over traditional technologies and tools.

The Client Ike Kligerman Barkley Architects had become dependent on an outmoded IT network to help serve its high-end residential clients.

The Problem The firm found that it was unable to fully leverage technology to deliver high-quality architectural solutions to its customers.

The Choice All Covered was selected to provide the competent, comprehensive, planning-oriented approach the firm was looking for.

The Results With All Covered's help, Ike Kligerman Barkley has turned an aging IT network into a robust, highly reliable one.

“Three or four years ago, we were clearly behind in IT technology. But, in the last two years especially, we've made an incredible leap forward with new workstations, servers, storage capability, and software. We've had to make investments, sure. But I'm afraid to think how much more we might have spent, and how much less we would have gotten in return, if we didn't have a knowledgeable and trusted IT partner in All Covered.”

Matthew Miles
Ike Kligerman Barkley Architects

For Ike Kligerman Barkley Architects, All Covered is a strategic IT partner for leveraging high-tech design tools.



The Context

Traditionally, paper has been the medium of architects, and the pencil, T-square, and triangle have been their tools. In recent years, however, workstations, IT networks, and industry-specific software such as AutoCAD and the database-driven modeling tool Revit have transformed the process of architectural design. Now, for example, architects can make the numerous changes that are an inevitable part of their work far more quickly and easily. And, with IT tools such as email, communication and data exchange with contractors, engineers, and others working at various locations has become far more convenient and productive.

The Client

With offices in New York City and clients throughout the U.S., Ike Kligerman Barkley Architects understands these issues well. Focused solely on high-end residential architecture and interior design, the firm employs a team of architects, interior designers, and administrative staff to handle about 50 active projects at a time. To support these people, the firm relies on an IT network consisting of about 25 Windows based personal computers and workstations, two Microsoft Exchange servers, and additional storage capability.

The Problem

In April 2002, Ike Kligerman Barkley lost its longtime IT freelance technician. While the firm had generally been pleased with the service it had received, employees also sensed that there was more that could be done when it came to having a highly reliable, secure, and up-to-date IT network.

“The firm was developing a deeper understanding of just how critical IT had become to our business,” notes Matthew Miles, an architect who currently oversees Ike Kligerman Barkley's IT network. “In fact, some of us are so far removed from pencils and T-squares that, if the network went down for an extended period, we wouldn't know how to work.”

The Choice

In need of a new IT services provider, Ike Kligerman Barkley looked at several alternatives. After a careful review process, the firm chose All Covered. "The belief was that All Covered could do the best job for us," Matthew notes. "The firm was impressed with All Covered's resources, methodology, and knowledge of our industry. Then there was that intangible part—the firm was also impressed with All Covered's people. The relationships forged during the proposal process counted for a lot."

Enter All Covered

After getting the firm's go-ahead, All Covered began the process of earning the firm's trust.

The first assignment was to perform a comprehensive assessment of Ike Kligerman Barkley's IT assets, identifying issues that needed immediate attention, listing longer-term needs, and establishing priorities.

Since then, All Covered has worked with the firm to upgrade the network on a number of fronts, such as:

- Replacing approximately half the firm's workstations and its two servers with newer, more reliable, better performing models;

- Upgrading the firm's network firewall and anti-virus software;
- Keeping all of the firm's software and network connections up to date and properly tuned.

In order to get the most out of its ongoing relationship with All Covered, Ike Kligerman Barkley subscribes to All Covered Care (ACC), a suite of regularly scheduled services from virus protection to long-range network planning that assures network security and stability, and addresses potential problems before they become real ones. Seeing the value of All Covered Care, Ike Kligerman Barkley has been using this service since May 2002.

The Results

As Matthew Miles puts it, "In addition to developing and maintaining the kind of IT operation we need, All Covered helps us in a number of less obvious ways."

"First, they've been great about identifying issues and addressing them before they become real problems. Second, they've helped us see the value of planning. Now, as well as responding to immediate concerns, we're more aware of the necessity of looking ahead. That's a big step for us."

"Finally, All Covered has helped to minimize the distractions IT problems can cause a small firm such as ours. Now, we can spend more time and energy on the work we want to do—architecture and interior design."

The Right IT Services Provider Can Deliver Compelling Benefits

For a growing number of small and mid-size businesses (SMBs), hiring an IT outsourcing firm on an ongoing basis rather than an "as needed" basis has become an increasingly attractive option.

One big reason comes from the Gartner Group and other industry research firms. They estimate that the right IT services provider can reduce product selection, procurement, implementation, maintenance, and management costs of SMBs by 20–30%.

Outsourcing can also increase the reliability and performance of SMBs' IT operations, resulting in greater return on investment and higher employee productivity.

About All Covered

All Covered is the only nationwide information technology (IT) outsourcing services company that focuses solely on the unique computing, networking, and application needs of small/mid-size businesses and branch offices of larger companies. Serving thousands of organizations across every major industry, the company helps clients achieve their business objectives by lowering the cost and maximizing the performance of their IT systems. All Covered's broad geographic reach, extensive knowledgebase, automated systems, proven methodology, and preferred vendor relationships meet the IT planning, design, procurement, implementation, maintenance, and management requirements of both single- and multi-location businesses. For additional information outlining how All Covered can help your business, call us toll-free at (866) 446-1133 or visit our web site at www.allcovered.com.

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