



# Profiles in IT Management AirSure

**At a Glance**  
AirSure’s aviation insurance services depend on having 100% reliable communications with its clients. All Covered provides the resources needed.



### The Client

AirSure has provided insurance services to the aviation industry since its inception more than 20 years ago.

The company serves customers worldwide, in virtually all types of operations and working conditions. From the Alaska wilderness to the growing demands of the Pacific Rim, its staff provides expert guidance and counsel on insurance and risk management based upon real world aviation experience and expertise.

AirSure is headquartered in Golden, Colorado with 50 employees split between their office in Golden and a second office in Dallas, Texas. AirSure provides its customers with the most comprehensive and cost-effective coverage possible – and provides a very high level of capability and assurance to every customer it serves.

### The Problem

AirSure had used a variety of local IT companies in the Denver area to support them over the years, but they never had the strength in depth to support all of AirSure’s needs. With their network and server configurations becoming increasingly convoluted after many changes and after some support problems, AirSure knew they needed more professional and comprehensive support and wanted to find a larger company that could really step up to provide the support they needed.

### About All Covered

For more than 10 years, All Covered has been focused on enabling the success of Small Businesses through the effective use and management of technology. Across the U.S., more small businesses trust All Covered for their IT support than any other company. All Covered has local teams in over 20 cities with more than 200 IT experts who have the knowledge and skills to solve information technology challenges. All Covered offers value added IT services not normally available to small businesses, so clients reap the benefits from its partnerships, buying power and size.

Rob Wetzig, AirSure’s Vice President of Administration, explains that “email is critical to our business. We cannot operate without it. When our clients want coverage it can often be at short notice, and they want email confirmation of their insurance coverage before flying. A number of our clients operate in the oil business in Alaska. Getting an email confirmation to a satellite device may be the only way to communicate with them.” AirSure turned to All Covered to provide on-going support of their IT systems.

### The Results

AirSure has been very happy with All Covered’s proactive support and IT management. All Covered has also helped with a number of projects including server consolidation, business continuity planning and VoIP.

Rob comments that “All Covered has been very flexible in the services they have provided. It’s very cost effective because we can customize the service elements to our needs as they evolve. The All Covered people have taken the time to understand the special nature of our environment. The fact that our entire network is documented in the All Covered Guidebook is very reassuring. It’s also useful to be able to access that information and track tasks through the Client Portal.”

With the AirSure headquarters located 30 minutes outside of Denver, in an area that can be subject to storms and periods of inaccessibility, Rob has really valued All Covered’s remote support capabilities. He explains that “the remote support we’ve had from the Client Support Center has been great. They can resolve things remotely much faster than someone driving out to us.” All in all, Rob says that “no small local vendor could match the resources we have at our disposal through All Covered. Our All Covered support team has been fantastic.”

“All Covered’s services have been very cost effective for us.”  
**Rob Wetzig**  
Vice President of Administration  
AirSure

