



# CompuVision Systems Inc. Strikes an Aggressive Partnership



How do you manage a client's IT infrastructure when they have grown their operations by upwards of 1,500 per cent in just a few years, and are still growing? For CompuVision Systems Inc., of Edmonton, Alberta the answer was to leverage the power of VentureTech

CompuVision Systems CEO, Erik Marthinsen saw an opportunity to extend his portfolio of value added services within the client's business, and through VTN partnered with 30 members to provide national service to their client's 100 locations located across Canada.

**Business Challenge:** A local financial institution with a large chain of cash advance centers and rent-to-own household goods stores with over 350 retail locations coast-to-coast was experiencing rapid growth and had an immediate need for an IT provider that could manage the rollout of multiple branch office/store installations while minimizing downtime.

**Approach:** The client's aggressive growth required standardization of their hardware and network infrastructure to manage their existing stores and acquisitions, located across nine provinces and two territories. They decided on a single source approach and chose a long-term outsource partner that could provide 'dispatch on-demand' IT installation, monitoring support, and hardware support and maintenance. Based on their past business experience they awarded the contract to Alberta-based CompuVision Systems Inc.

**Solution:** CompuVision had serviced the client for one year, in a general technology services capacity, by leveraging their membership in VentureTech Network (VTN), a North American service organization, CompuVision had the bandwidth to provide national, multi-site 'on-demand' service and support. Partnering with Hewlett Packard, a vendor sponsor of VTN, CompuVision Systems recommended an HP multi-function printer (MFP) and standardized hardware configuration to connect the client's head office with their branch locations.

Network, a North American organization of independent solution providers, able to dispatch cross-trained, certified technicians to their client's sites across 90 Canadian cities.

## Streamlining Internal Processes

"The client needed connectivity to their headquarters to transmit daily sales numbers from all of their stores," said Daryl Croft, Service Manager for CompuVision Systems. To meet their needs, CompuVision Systems developed network-monitoring capabilities, which it now also uses to serve other clients. While assessing the client's connectivity requirements, CompuVision Systems recommended the benefits of implementing HP network-ready multi-function printers (MFPs) to help reduce the clients printing outsourcing expenses and create standardized printing processes. HP's MFP offered advanced document production, copying, faxing and scanning to e-mail, and combined with CompuVision System's total life



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cycle management services provided the client with a complete solution.

Working closely with 30 VTN partners, CompuVision Systems managed the complex deployment to the client's growing number of locations. The client had opened 74 new stores in one year and the following year, acquired 99 more locations, growing from 144 locations to 330 stores and was continuing to grow at an exponential rate. Managing implementation rollout in the midst of an aggressive expansion was another factor that CompuVision Systems had to manage and balance throughout the year-and-a-half it took the solution provider to complete the initial phase, which included installing HP MFPs; Point of Sale (POS) software; building, deploying and managing a Virtual Private Network (VPN); and deploying a Wide Area Network (WAN) to establish connectivity at every store. CompuVision Systems also provided the client with a service level agreement (SLA) to provide ongoing monitoring and hardware support. "Timelines were tremendously aggressive, and, we were able to satisfy them by leveraging the network and partners across Canada. We used VTN to be our hands and eyes off-site," said Croft. The small office installation deployed at each site created an out-of-the-box infrastructure model for all their locations, streamlining communications between the head office and its store locations.

As a result of the standardization of the client's IT infrastructure across all remote locations, IT support was made easier, communication between locations has improved and overall operational expenses have decreased. Going forward, CompuVision Systems will leverage its VTN partners to manage the hardware and software infrastructure for all of their client's existing locations and perform installations at new locations as they open. CompuVision Systems

continues to provide the client with cost per page analysis and network optimization reporting with a company-wide desktop refresh already in the works.

"VTN really gives us the confidence that we can deliver any solution including hardware, software and services in a timely manner, especially in locations where we don't have a physical presence," said Croft. "Our clients know that our VTN partners adhere to the same high quality standard that CompuVision Systems is known for. It's a differentiator for us – and for our clients in their selection of a partner."

#### **About CompuVision Systems Inc.**

Established in 1992, CompuVision Systems Inc. with branches in eastern and western Canada and the USA (CompuVision Systems USA, Inc.) has grown from a 2-man operation to a staff of 98. CompuVision Systems has been a member of VentureTech Network (VTN) since 2002.

#### **About VentureTech Network (VTN)**

Established in 1998, VentureTech Network (VTN) is the premier association of the top IT solutions providers in North America dedicated to delivering best-in-class solutions to small and medium business (SMBs), by offering global expertise combined with local relationship and management. For more information, please go to [www.venturetechnetwork.ca](http://www.venturetechnetwork.ca) or call 1-877-VTN-0001.

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