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Ron Carter - SAE
City of Dickinson, Houston, TX, DX strategy- $1.4M NRR & $27k MRR Win

ITSC, Nathan Cox and SAE, Ron Carter were jointly prospecting and recently uncovered an IT Director who had just relocated to a new city that was looking to embark on a DX journey. After meeting with the prospect to assess his needs and pain points, the team strategized on the best approach for gaining the traction they would need to progress the opportunity. They decided to perform a network scan and do a site survey, along with several discovery meetings to try to understand their challenges and modernization plans for the next couple decades for a city focused and determined on innovation. Their findings gave the IT Director the ammunition he needed to bring the issue to the attention of the City Manager. To help deal velocity the AC/KM team realized there were ARPA funds available for their citywide IT modernization program. As excitement grew, more appointments and walk-throughs were executed with all the major city departments. It quickly became clear that the City of Dickinson was engaged and ready for meaningful technological change. Upon completion of discovery and draft proposals, the City of Dickinson chose to move forward with a bid process. The City of Dickinson quickly realized they had to develop solutions to address the following goals:

- Provide a network that employs best-practices for security, speed and reliability in equal measure.
- Provide multiple security layers at the top of the network so a single set of rules can apply throughout the internal network.
- Provide as much redundancy between layers of the network (Building-to-Core-to-Internet) to links as fiscally appropriate.
- Eliminate the micro-segmentation and over-complex VLANing of the network.
- To provide City of Dickinson employees with a stable and efficient workforce and technology stack
- To eliminate outages across the network

After 10 months of meetings and negotiations, the bid was finally awarded to All Covered/KMBS. The project included a mixture of Procurement, Monthly Recurring Managed Services, VoIP, Network/Security Infrastructure refresh, and a dark fiber deployment totaling $1.4 million in revenue along with monthly recurring revenue of $27k/month.

Challenges:
- Managed IT Services: End user frustration with support & unable to retain staff and provide decent service levels
- Network: Remove and consolidate outdated network equipment and old cabling dependencies from the current network
- VoIP: Over 8 years old - with various hardware. Require a modernized call routing and enterprise system
- Fiber Ring: Incomplete Fiber ring to complete redundancy & improve bandwidth options
- Security of Physical Space: Need enterprise level access and security layer programming

Solution:
VoIP, Managed Services: Cyber Security, Help Desk, Disaster Recovery, Server Management, MEDR, SIEM, Network Refresh & Security Infrastructure Refresh

Account Team:
Nathan Cox- ITSC
ASM – Eric Ihlenfeldt
SA – Chris Young

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Matt Bloch

SAE –Virginia Beach

MIT Revenue –$2,103 MRR and $30,025 MIT Projects

Client: Hampton Roads Workforce Council

Solution: ACC, App Dev Project, M365 Utilization Project, Onboarding Project

Purpose and Need Solved: Cybersecurity Layers & Additional Scale for IT support. Projects are to move them to a centralized file sharing system with SharePoint to help them utilize what they currently pay for.

Challenges:
Lack of IT Support Scale
No Central Active Directory and File Sharing System
Cybersecurity Layers of Defense
Outdated IT Infrastructure

Solution
All Covered Cybersecurity Layers - Proofpoint, Bitdefender, Knowbe4, Vulnerability Management, Patch Management
SharePoint/OneDrive Setup & File Migration
Intune & Azure AD Set Up
Network Infrastructure Update
Onboard and Document Current Infrastructure

Congratulation Matt and team on this successful Managed IT win!

Dan Sheeler

NAE – Seattle

All Covered MRR - $2,230 MRR

AHBL was founded in 1969 to bring a collaborative approach to the development of built environments. As experts in civil and structural engineering, they are often called in to provide assessments of buildings or capital facility assets to determine overall condition and lifespan of buildings or exterior assets including site paving, storm ponds and other site features. AHBL has contributed to facility condition assessments for transit agencies, cities, and school districts throughout Washington state.

AHBL had some assistance initially with their CMMC (Cybersecurity Maturity Model Compliance) but left many gaps and could not take the firm any further with their knowledge and ability. The firm does large scale department of defense engineering projects and being CMMC compliant is very important to them.

Why We Won:

 • Cando Wango instilled confidence in our "cradle to grave" approach to CMMC and keen understanding of the effort it takes to become compliant

 • Tara Swart assisted with answering questions around timelines, milestones and deliverables and fine tuning of the Agreement to spell out these requirements AHBL wanted in the agreement

 • We were able to bring it the Compliance Team Consultant James Waters that will be consulting and guiding the client through the entire process and details his experience with working with the Dept. of Defense

 • Veronica Huser, the Seattle KM Sales Manager has a wonderful relationship with AHBL and done business with them in her career and built wonderful trust .

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Brenda Johnson

MAE Michigan

MIT Revenue - $826,000/yr Staff Augmentation, $51,000 MRR, $101,000 other MIT services

I would like to congratulate Brenda Johnson and Keith Barterian and team on a massive EDU win for Lake Orion School District for a 100% outsourced IT agreement for our largest fully outsourced EDU client to date. After a very long sales cycle and contract negotiation starting in March 2022 we took Lake Orion away from one of our biggest EDU IT service rivals in Michigan. The win of this particular district is a huge achievement as one of the largest school accounts for our competitor and a top ranked public school in the area. This win will have significant local visibility.

 The major deciding factors were three things. 1) The Educators Helpdesk™ and our EDU team. 2) All Covered's depth and breadth in the Microsoft portfolio. Lake Orion Community Schools is a complete Microsoft district and their current provider is primarily Google and Chrome focused making supporting Lake Orion Community Schools difficult 3) Being seen a partner in making technology an asset to supporting their EDU vision and not an occupying IT entity like their current provider, who was disconnected from their academic goals for technology.

 7,500+ students and 750 staff members will be supported in this agreement

 Win Breakdown: 3yr agreement

$51k/MRR (EDU Helpdesk, Managed IT, Infrastructure/Server Monitoring and Management, AC Cloud , Datto)
$826k/yr. in staff augmentation (7 deskside support techs and 1 ETL)
$51k Onboarding Project
$30k Service Transition Planning Project
$20k DATTO appliance
The Team to Close the Deal:

- Keith Barterian – Senior ITSC – Education, Brenda Johnson - MAE
- Darin Bower – VP Sales West, Jon Clemons – EDU Practice Manage
- David Mauro – Sales Manager
- Anthony Garofalo – National Sales Manager – Cloud, Kurt Toelken – Cloud SA
- Todd Randall – Enterprise Service Delivery Manager
- Tim Campbell – National Manager – Solution Delivery (and his team)
- George Stefanko – Solution Architect
- Terry Vannoy – Enterprise Service Director
- Jeff Mateer – VP of Customer Success – Major Accounts
- Kate Brady – Enterprise Service Director
- Rod Merchant – Enterprise Service Director
- Jason Proulx – National Manager of Enterprise CSO Support
- Bill Kuo – Corporate Counsel