Boland   MD, Director of IT

What state are your headquarters located in: MD

Total annual spend for IT and cybersecurity development measures for your company: 1500000

What state are you located in: MD

What country are you located in:

Industry Sector: Professional Services

What are key products or services offered by your company? Commercial HVAC Service and Sales

How many people are employed by your company? 250-500 employees

What is the current annual revenue for your organization? $100M-$250M

How many business locations do you maintain company hardware and equipment such as servers…? 4

How many people are in your IT Department? 0

How many people are on your IT security team? 0

Number of Contact Center Seats: 0

What is your current Operating System? 0

Who is your current ERP vendor? 0

Who is your Cloud Service Provider? Azure

---

1) Do you have responsibility for Cybersecurity? yes

Do you plan to add or expand cybersecurity initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: API Secutiry,Cloud SecurityMulti-factor authentication,Ransomware,Risk Compliance,

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): working to mature existing capabilities while shoring up areas that need more focus

---

2) Do you have responsibility for Cloud software solutions? yes

Do you plan to add or expand cloud solution initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Business Intelligence

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): deriving insights from data/database service review - ie pros/cons of sql server - vs other managed instances or providers

---

3) Do you have responsibility for Digital Solutions?: yes

Do you plan to add or expand digital responsibility initiatives in the next 12 months?: yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Artificial Intelligence Machine LearningDigital Customer Experience OptimizationDigital SecurityRobotic Process Automation (RPA),

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we are looking to use whatever tools enable presentation (visualization and insights) into our data constructs. we will be extending our views to our customer base.

---

4) Do you have responsibility for Data Management? yes

Do you plan to add or expand data management initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,BI Dashboard ReportingBusiness Intelligence,Business Process Management,Customer Data Platform,Data Cleansing,Data Governance MDM,Data Integration Access,Data Quality,Data VisualizationServer Storage

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): see all my other answers - this is a big year for all things data

---

5) Do you have responsibility for Software/Application Development and Management? yes

Do you plan to add or expand software / application development initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: APIs,Application Architecture,Low Code Development Platform,Open SourceOutsourced Software / Application Development

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we plan to create a custom web application with the help of third parties

---

6) Do you have responsibility for Communication Systems? yes

Do you plan to add or expand communication system initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Cloud based phone systems (VOIP),

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we will be evaluating our current phone system against what the market has to offer currently from a features/functionality perspective

---

7) Do you have responsibility for Network Systems? yes

Do you plan to add or expand network system initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we do not currently plan to do much this year.

---

8) Do you have responsibility for Consulting / Outsourcing? yes

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,Application Modernization,Business Intelligance,Database Modernization,Software / Application Development,

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we may seek third parties to help organize some data views / bi and will use a third party to develop a web application for us

---

9) Do you have responsibility for IT Leadership, Talent Management and Training? yes

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: IT Certificates,IT Training Software for staff : Cybersecurity,IT Training Software for staff : Software,IT Training Software for staff : IT Operations,Leadership coaching,Team Efficiency and Effectiveness Training,

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): always looking to enhance our skills. focus on leadership and communication on top of technical skillsets this year.