



RAPID SCALE OFFERS PERSONALIZED SERVICE SOLUTIONS

A CASE STUDY with GTS National Channel Manager, Jeremy Forrester

BACKGROUND:

The company was dissatisfied with their current CSP for Microsoft licensing and began the search for a true partner. They needed **more proactive support, ongoing knowledge transfer, strategy sessions, and a team they could rely on** at any time. With the IT Director's 3-year plan calling for a dependable managed provider, they turned to us to help them engage with a long-term partner to grow with their organization.

OBJECTIVE:

The primary objective is to right-size their Microsoft environment by cleaning up licenses, recommending bundles, and keeping them informed on the latest Microsoft updates and changes. In addition to that, RapidScale is able to provide end-user support to free up time and resources for their lean IT team. The initial goal is to prove value as a trusted partner through Microsoft licensing management, with the long-term vision of expanding into infrastructure, security, resiliency, and virtual desktop solutions.

KEY REQUIREMENTS INCLUDE:

**24/7 END-USER
SUPPORT**

**EASY ACCESS TO
SUPPORT TEAM**

**PORTAL TENANT
THAT SIMPLIFIED
MANAGEMENT**

**ABILITY TO
SEAMLESSLY ADD
LICENSES AS
THEY GROW**

THE NEW SOLUTION BENEFITS:

- ✓ Seamless transition to Microsoft 365
- ✓ 24/7 white-glove support for IT staff and end-users
- ✓ Tier I/II support, Microsoft escalations, and industry-leading response times
- ✓ 4.8/5.0 CSA rating for consistent, flexible, and cost-effective service

NEW PROVIDER/SOLUTION STRENGTHS: **rapidscale**

A COX BUSINESS COMPANY

What set RapidScale and Millennia apart was their deep understanding of the client's business. While other providers offered one-size-fits-all services, this team focused on the client's specific challenges and showed how managed services could drive meaningful, long-term impact.



313.371.9440 // www.gtsdirect.com