Customer Success Story
Riemer Insurance Group, Inc.

Company

- Company: Riemer Insurance Group, Inc.
- Location: Hallandale Beach, FL (Headquarters)
- Industry: Insurance – Wholesale and Retail
- Workstations: 119
- Users: 119
- Servers: 15

Challenges

- Needed exceptional response time to critical issues
- Needed support that understood industry and industry apps (TAM)
- Needed help with Network Security issues that were Unresolved
- Needed help to secure and standardize systems
- Needed to find "root cause" of recurring issues in the network

Riemer Insurance had a long-standing relationship with an IT provider that understood it's industry. The company was purchased by a larger organization with little to no industry experience. Support deteriorated. Instead of discovering the "root cause" of issues, the same problems were worked on over and over again. Important changes in the security landscape make it imperative to actively manage against data breaches. Most importantly, Riemer lost visibility into its own network.

There was no transparency to be sure that the critical issues were being taken care of in a timely manner. With its promise to its clients at the core of the decision, Riemer Insurance needed to move quickly to ensure that it could protect its sensitive data and efficiently run its growing practice.

"When Michell Consulting Group took over supporting our I.T. infrastructure we were struggling to get the type of support we need in our fast-paced industry. We all know that there are specific applications that are critical to operate efficiently and that security is paramount to protecting our client's information and our reputation. Michell came in and quickly showed that they have a true understanding of our industry specific needs. While other companies say that they offer support, Michell provides detailed reports to SHOW that they are doing what they promise. I am not only confident that our needs are being taken care of, I urge anyone in our industry to speak with Michell Consulting – they will make you more efficient and more secure."

- Stephen Riemer, President Riemer Insurance Group, Inc.

Solutions

The Michell team was able to stabilize the security issues left by the old provider and with its clear onboarding process ensured that the network effectively caught up with all missing critical security patches on its critical servers and implemented business class security on the network.

The Michell Team also implemented a business class backup solution to ensure that the company's data was protected and a true business disaster recovery solution was implemented. With Michell Consulting's unique business model of managed services and software development, it was able to work with industry applications such as TAM to ensure that support was provided to the most critical systems that run Riemer Insurance Group's business.

Most importantly, Michell Consulting's commitment to transparency provided Riemer with regular reporting to show that all work was being done and that any issues can be addressed in a proactive manner.

Ultimately Riemer Insurance now has peace of mind knowing that its infrastructure is protected and that they do not face the possibility of down time, insuring that their clients are properly served.

> "I know longer have to wonder if our network is secure and efficient, Michell Consulting tells me and SHOWS me that it is."
>
> *Stephen Riemer,*
> ***Riemer Insurance Group, President***

Riemer Insurance Group, Inc.

"Our Business is Protecting Yours"

Riemer Insurance Group was founded in 1978 in the heart of Hallandale, Florida. Riemer Insurance has flourished into a family business that maintains family values. The organization is composed of a commercial lines department, personal lines department, and a financial planning department. They have branches throughout the United States and continues to grow to add value to local markets.

Riemer
Insurance Group, Inc.
OUR BUSINESS IS PROTECTING YOURS

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