

Case Study: Employer Advocates Enhances IT Security & Operational Efficiency with i.t.NOW

Client Overview

Client Name: Employer Advocates

Industry: Business Services – Unemployment Cost Control

Company Size: Nationwide presence, representing employers in 48 states

Key Decision Maker: Steve Van Valkenburg, Director of Operations & Co-Owner



Challenge

Employer Advocates, a third-party administrator specializing in unemployment cost control, faced several IT challenges:

- **Lack of In-House IT Expertise:** The company required advanced IT infrastructure but lacked the internal resources to implement and maintain it.
 - **Cybersecurity Compliance & Risk Management:** As a provider working with businesses nationwide, ensuring compliance with cybersecurity best practices was critical to protecting sensitive client data.
 - **Scalability & IT Planning:** With a growing business, the company needed IT solutions that could scale seamlessly with its expansion.
 - **Operational Continuity & Support:** Employer Advocates required a reliable IT partner to ensure their infrastructure remained secure, stable, and future-proof.
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Solution

Employer Advocates partnered with **i.t.NOW** to design and implement a robust IT strategy, including:

✓ **Infrastructure Development & Support** – i.t.NOW helped the company build a reliable IT infrastructure from the ground up, ensuring long-term scalability and efficiency.

✓ **Cybersecurity & Compliance** – Implemented policies and security measures to meet compliance requirements and protect against cyber threats.

✓ **Proactive IT Management** – Provided ongoing monitoring, maintenance, and issue resolution to prevent disruptions.

✓ **Strategic IT Consulting** – Offered expert guidance in IT decision-making, helping Employer Advocates align technology with business goals.

Implementation

- **Customized IT Infrastructure:** i.t.NOW assisted in setting up Employer Advocates' IT environment, ensuring it met business needs and security standards.
 - **Seamless Office Moves & Expansion Support:** Helped coordinate IT systems during office relocations to maintain operational continuity.
 - **Advanced Security Protocols:** Implemented network protection, backup solutions, and security monitoring to protect client data.
 - **24/7 IT Support & Maintenance:** Ensured systems remained fully operational with minimal downtime.
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Results & Impact

- ◆ **Enhanced Cybersecurity & Compliance:** Employer Advocates successfully met client compliance requirements with a strong cybersecurity framework in place.
 - ◆ **Reliable IT Performance:** i.t.NOW's proactive support ensured smooth IT operations, allowing employees to focus on core business functions.
 - ◆ **Expert Strategic IT Guidance:** Leadership at Employer Advocates gained confidence in their IT decisions, thanks to i.t.NOW's expertise in future-proofing their technology infrastructure.
 - ◆ **Reduced IT Burden:** Employees no longer had to manage IT issues internally, improving overall business efficiency.
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Client Testimonial

"ITNow has been instrumental in helping us build and maintain our IT infrastructure. We rely heavily on their expertise for cybersecurity, compliance, and ongoing IT support. Their proactive approach means that most of the time, we don't even realize they're working—because everything just runs smoothly. The peace of mind that comes with knowing ITNow has our back is invaluable."

— **Steve Van Valkenburg, Director of Operations, Employer Advocates**

Why Employer Advocates Chose i.t.NOW

- ✓ Deep expertise in IT infrastructure & cybersecurity
- ✓ Personalized support and strategic IT consulting
- ✓ Proactive management ensuring smooth, uninterrupted operations
- ✓ Scalable solutions to grow with the company

 **Want to learn how i.t.NOW can help your business achieve reliable, secure IT solutions? Contact us today!**