

# How an Insurance Firm Freed Its Only IT Resource to Focus on What Mattered

## Client Snapshot

**Industry:** Specialty Insurance

**Employees:** 108 → ~250 during engagement

**Locations:** Four offices in Los Angeles

**Workforce Model:** Fully Remote

**IT Model:** One internal Cloud Engineer + Treeline

## Overview

When a specialty insurance company began scaling rapidly, its entire IT operation rested on one person: a salaried Cloud Engineer spending the majority of their time on device provisioning, employee onboarding, and asset logistics instead of the infrastructure work the company actually needed from them.

Treeline stepped in to take full ownership of operational IT — onboarding, device management, helpdesk, and asset tracking — freeing the internal team to focus on security, engineering, and governance.

Over three years and 131% workforce growth, not a single onboarding failed.

## Challenge

---

### ● ONE-PERSON IT

The company's entire IT function was one salaried Cloud Engineer. As hiring accelerated, operational work (onboarding, device shipping, help desk) consumed the capacity that should have gone to infrastructure and security.

### ● RAPID GROWTH

The company grew from 108 to approximately 250 employees over three years, onboarding 93 in 2024 alone. Every new hire needed a provisioned device and system access from day one.

### ● REMOTE WORKFORCE

With no central office, every device had to be procured, configured, and shipped before an employee's start date. No margin for error on timing or security.

### ● DEVICE ACCOUNTABILITY

Equipment stored at employee homes created gaps in asset visibility and recovery. The company needed centralized tracking and a reliable offboarding SLA.

## Solution

---

### ● FULL OPERATIONAL IT OFFLOAD

Treeline took complete ownership of operational IT: onboarding, offboarding, device procurement, configuration, imaging, shipping, and help desk. The internal Cloud Engineer handed off 100% of this work from day one and did not return to it.

### ● DEVICE LIFECYCLE MANAGEMENT

Every device was procured, imaged, configured, and shipped before each hire's start date. Treeline managed the full asset lifecycle with a 5-day return SLA and full visibility across a distributed workforce.

### ● DAY-ONE READINESS AT SCALE

93 employees onboarded in 2024 alone, at approximately one hour per employee, with 100% day-one system readiness. Accuracy and auditability over speed, every time.

### ● IT BANDWIDTH RECOVERED

With operational IT fully offloaded, the internal team returned to infrastructure, security, and governance. The work the company actually needed from its IT function became possible again.

## Results

---

**131% workforce growth supported over 3 years** (108 → 250 employees) with no degradation in IT service quality

**~200 employees onboarded without a single failure**, 93 employees onboarded in 2024 alone, with 100% day-one system readiness

**~1 hour average provisioning time per employee** in a compliance-driven, fully remote environment

**Centralized asset management** and 5-day device recovery SLA maintained across all locations

**100% operational IT that runs itself**, so the internal IT team can allocate their time entirely to infrastructure, security, and engineering work

**Partnership extended with a two-year contract renewal**

By taking full ownership of operational IT, Treeline gave a one-person engineering team back the capacity to do the work that actually moves a company forward.