

LEVI, RAY & SHOUP Case Study

Levi, Ray & Shoup Wins New Business
With Secure Hybrid IT Solutions From ViaWest



Industry:

Information Technology and Services

Company: Founded as a local computer consulting company in 1979, Levi, Ray & Shoup, Inc. (LRS) has grown to become a global provider of innovative information technology solutions with more than 600 employees. Corporate headquarters are located in Springfield, Illinois and LRS offices are found throughout the United States and around the globe.

ViaWest Solution:

 Cloud Services

Business Challenge

PensionGold® Retirement Solutions (“PGRS”), a division of LRS, has provided the industry expertise and technology to help public defined benefit pension plans automate their pension administration, allowing for increased productivity and improved member service since 1987.

Over the years, PGRS continued to evolve and adopt new technology to keep its clients ahead of the curve. Eventually finding its clients in need of hosting services to accompany their software products.

Underscoring the complexities that came along with providing cloud hosting, PGRS was facing new security demands from both existing and potential new clients.

“We had a streamlined infrastructure team at the time, and they were focused on supporting our clients and our internal teams. While we wanted to extend our services to allow our clients to utilize cloud hosting, we knew that would mean significant additional resources and a deep level of hosting expertise that would have side-tracked us from our primary business goals. It was around that time that we started talking to ViaWest and other leading providers about managed cloud hosting.”

Max Dillahunt
Vice President

The ViaWest Solution

PensionGold® Retirement Solutions evaluated a number of cloud hosting providers in search of one that it could rely on to help its clients manage their systems and security needs. After a thorough vetting process, they selected ViaWest for its deep technical know-how and security competency.

Business Benefits

PensionGold® Retirement Solutions has been able to leverage the ViaWest relationship as a key competitive advantage in marketing to new clients. Today, PGRS includes ViaWest on every RFP it pursues where hosting is a requirement.

Since partnering with ViaWest:

- ✔ PensionGold® Retirement Solutions can attribute \$17.428 million in sales revenue from closing multi-year deals with clients that span the next several years
- ✔ ViaWest worked closely with PGRS to design and implement the right solution for PGRS's clients' needs
- ✔ ViaWest proactively manages the solution and maintains regular contact with existing clients
- ✔ ViaWest communicates and closes any support cases to the client's satisfaction

“There are a few things that stuck out about ViaWest, first is its depth of understanding when it comes to managed hosting. We also liked that they are very selective about the clients they let into their Public Cloud. They won't just take anyone who will pay them – they hold their business to a high standard. The other piece was their responsiveness and focus on clients. Those values: honesty, ethics and service, align perfectly with ours at LRS.”

Max Dillahunt
Vice President