



CELEBRATING 22 YEARS

Microsoft® Cloud Partner

Cloud Platform
Cloud Productivity
Enterprise Mobility



CarrierX was built on the success of Freeconferencecall.com. Leadership turned to DivergeIT® after becoming distracted and slowed by internal IT problems.



Client Since | 2019

Industry | Telecommunications

Offices Supported | Los Angeles, Washington DC, Eastern Europe

Technology | Microsoft® 365, Azure® Cloud, Cisco® Meraki, PCs & Macs

CarrierX IT Challenges

- Reduce IT downtime, infrastructure complexity, and cost
- Achieve IT compliance, security, and efficiency by adhering to modern IT standards

DivergeIT® Solutions

- **IT Ecosystem Health Assessment** identified IT strengths, weakness, opportunities, and threats.
- **ManageIT+ Orbit Plan** fully outsourced IT management and support at a flat monthly rate.
- **Identity Hardening & Data Loss Protection** implemented to secure and protect valuable data.
- **Disaster Recovery & Business Continuity Plan** established and tested for worst case scenarios.

105

Employees Supported

381

Tickets Resolved

133

Devices Supported

98%

On-Time Response

95%

On-Time Resolution

100%

Customer Satisfaction

CarrierX, the world's largest privately held global network provider, helps developers build better customer communication experiences by providing a rich library of enterprise-ready applications and services. Management initially relied on their internal team of talented engineers to handle day-to-day IT management and support. After a period of some success and cost savings, the internal team began to struggle with their dual role of product development and IT support. Ad hoc solutions that seemed to work initially became more complicated to support and scale as the company grew. Eventually, their IT infrastructure became more unreliable and vulnerable to cyberattack resulting in costly downtime and unnecessary stress for management. Going with DivergeIT has resulted in CarrierX growing faster by being empowered by IT, saving nearly \$500k along the way.

Visit DivergeIT.com
to learn more

Simply Work Securely. Anywhere. Anytime.

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