

Wrap-around IT keeps HR provider online & supporting its customers

The Challenge

Willory specializes in human resources (HR), payroll, and HR technology to help businesses manage employees, from hire to retire. The Akron-based firm has a national capacity with an aggressive growth trajectory. Its commitment to delivering tech consulting to clients required an additional layer of security. Also, in a competitive industry, service is a strategic differentiator. Willory was seeking an IT managed services partner to further elevate user experience and drive productivity.

"Similar to homeownership, there may be amenities you want to add and projects to complete, but you're so busy maintaining it you don't have time to make the home beautiful. That is where we were at with IT. We needed to free up our IT security administrator. With Calyx, now we can prioritize and optimize our IT function for clients."

– John Bernatovicz, *President, Willory*

Insight

Willory was seeking a partner to manage IT infrastructure, service and support, allowing internal staff to focus on strategic technology initiatives that support profitability and growth. As an HR and payroll technology consultants, Willory says its clients hold the firm to a higher standard, which is why it chose to work with Calyx.

Solution

For Willory, communication is paramount, along with a sense of urgency to IT service requests and adherence to tight project deadlines to mitigate downtime.

- **Audit IT Security.** An initial project involved a thorough IT security assessment to verify Willory's compliance, a requirement of one of its key clients. Its success earned the client's loyalty—and introduced a level of attentive service and support Willory had not experienced with its former IT managed services provider.
- **Redirect Internal Resources.** Rather than costing the business time and money to handle break-fixing, now Willory can rely on Calyx to secure its systems, respond to IT service requests with a sense of urgency, and bolster its overall system support. This allows the firm's IT administrator to focus on revenue-generating, client-centered IT strategy.
- **Enhance Productivity.** As a technology provider, Willory's clients hold the firm to a high standard for HR and payroll support. IT downtime prevents employees from delivering excellent service and causes frustration among the team. With Calyx as a partner, systems and security are frictionless. Employees are engaged and producing meaningful work.
- **Optimize Systems.** Calyx provides Willory with robust IT infrastructure, IT support, cloud-based solutions, and vital security and data protection.

Outcomes

Calyx delivers wrap-around IT managed services infrastructure, security and support as an integral partner allowing Willory to redirect resources and talent toward strategic, business-driving projects. With stopgap security measures in place, the firm's clients gain assurance that their sensitive HR and payroll data is protected. Plus, Willory's employees can deliver an elevated customer experience with always-uptime.

"The confidence I have in Calyx and their team allows me to manage other tasks, to counsel and focus on implementing industry standard security practices for our business. Our conversion to Calyx for IT support services was a seamless transition."

– Dennis Baluh, IT and Security Administrator, Willory