



# SAFE Managed Services for SharePoint Increase Productivity and Generate Substantial Cost Savings

## **KBM Group eliminates administrative gaps, reduces internal fire drills, and realizes true cost savings**

*KBM Group is the global leader in knowledge-based marketing solutions. With 35 offices in 21 countries, KBM Group helps fortune 1000 companies integrate offline and online marketing channels to achieve high-performance B2B and B2C customer engagement and marketing ROI.*

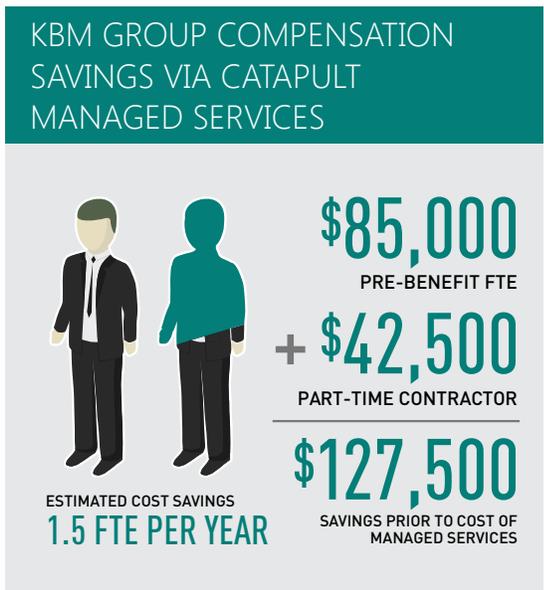
As the platform for the corporate intranet and customer-facing portals, Microsoft SharePoint played a critical role in KBM Group's operations. SharePoint functionality and user volume grew for the organization, resulting in an increased administrative workload for IT. Due to employee turnover and competing IT priorities, KBM Group found itself with a single internal IT resource capable of supporting the company's entire SharePoint environment. When that employee left the company, it faced an immediate and long-term support challenge.

KBM Group quickly reached out to Catapult Systems for SharePoint support until a full-time resource could be hired. "In addition to eliminating our SharePoint administration gap long-term, Catapult's SAFE Managed Services also provided short-term SQL Server administrative support which was critical," said Randy Herzog, VP Communications at KBM Group.

Catapult SAFE Managed Services revealed to be more cost effective and less risky than replacing the skill set in-house for KBM Group. Proving to be more proactive than reactive, Catapult was able to deliver standard SharePoint health

checks with more consistency and thoroughness than KBM Group had been able to conduct in-house, resulting in a large decrease in issues and emergency situations.

"With Catapult we not only gained an FTE replacement, we also avoided having to dedicate a resource part-time to serve as backup," said Herzog. "The end result was actually a savings of 1.5 FTEs."



“ The best thing about working with Catapult Systems is the personal touch. I am not calling into an 800 number and getting the next tech. I have a dedicated team member I can call as well as a backup administrator who is familiar with our environment, ensuring high availability and continuous support. They are truly an extension of our staff. ”

*Randy Herzog*  
*VP Communications*

In addition to the increased cost savings and proactive support, the largest benefit experienced was the ability to have Catapult SAFE Managed Services become the KBM Group's vital link in supporting and improving both its internal and external facing business applications.