

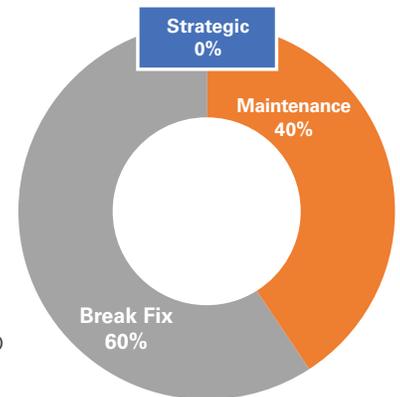
## V2 aligns Technology and MyCIO® Framework with Business Strategy!

### THE CHALLENGE

A very innovative and high growth engineering design firm in Akron needed some progressive IT thinking to bring their business strategy to life. Environmental Design Group is at the forefront of change with a progressive culture that doesn't sit still long. Community is a key cultural driver, so ensuring connectivity with all associates via state-of-the art technology is very important.

With EDG's advanced thinking and newer full service hubs in Cleveland and Columbus, they needed a technology partner to help them get there. EDG's previous provider was keeping the lights on, but not helping them advance strategically in the ways they needed. V2 Technology came to the table with a proven framework to help them improve and manage their information technology for the long haul.

### CURRENT IT ALLOCATION



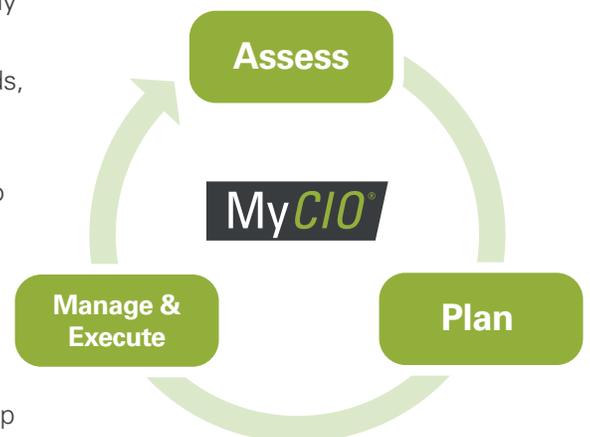
### THE SOLUTION

V2 Technology's MyCIO® program was the solution that made sense to help Environmental Design Group reach its goals.

#### Moving to a Strategic IT Planning & Thought Partnership through V2's MyCIO®

V2 Introduced the MyCIO® framework to provide the practical strategy to align with the business needs. MyCIO® uses a comprehensive Playbook to manage all aspects of IT – accomplishments included:

- Transitioning from previous Managed Services Provide (MSP) – daily management of IT operations, backups, patching and security.
- Integrating two ticketing systems to allow visibility to system trends, issues that needed longer term solutions.
- Augmenting current IT staff and rationalizing roles of internal and external IT personnel including responsibilities & accountabilities to meet the support needs of the business.
- Establishing weekly communications meetings with IT staff were put in place to understand issues, handle situations, and overall IT health review. Regular, periodic planning with leadership to drive operational and strategic improvements.
- Creation of roadmaps that provided EDG with scope and cost of top priority projects to support their strategy and business plans.



Overall solution was comprehensive for managing day-to-day and in the end saved money with the approach, while delivering on the much-needed strategic initiatives they had on their plate. In addition, the MyCIO® framework drove the budgeting process and has now evolved to support their IT project request process – giving them the governance/prioritized framework to ensure they are focusing on the right improvements.

## Executing on the MyCIO® Strategic IT Roadmap through V2's Business Improvement projects

A portfolio of projects were identified as business innovations for EDG's 2-3 year plan. V2 worked in conjunction with their management group to scope and prioritize the work required. The initial project out of this work was related to geographic expansion.

- A strategic initiative was to grow geographically and attract talent from a broader employment pool. This was going to be achieved through offices in Cleveland and Columbus.
- V2 understood in working with EDG that company culture was a very important factor for leadership. So, making these expanded locations feel like part of the Akron office was critical – EDG wanted the environment and working conditions to match locations.
- V2 analyzed the Akron office performance in order to establish the appropriate baseline for measurement.
- Computer Aided Design (CAD) was an essential work function that required system horsepower to ensure seamless use across location – large files being retrieved, stored and worked across locations. So, CPU location and proper network architecture was a factor.
- The V2 Technical Director & Resident CIO worked together to assemble a full set of options for system architecture & network speeds to support the performance benchmarks. These included replicating data in both places, compute power in both places, and high-speed network to overcome moving data back and forth.
- In the end, the point to point data link between Cleveland and Akron, high bandwidth point-to-point solution met the needs and was implemented.

Overall, the project was implemented on-time and met expectations of the leadership team. V2 continues to monitor the expanded locations to ensure continued performance – this is part of the running and managing the daily IT operations.

“The initial engagement with V2 was to develop a Strategic IT Plan, one that other providers gave us a puzzled look when we asked for their thoughts and guidance on. V2 came onboard and quickly gained insight into who we are, the fabric of our associates and our ecosystem. From this initial plan, transitioning to the MyCIO® model, V2 has answered the call, teaching us, challenging us to rethink traditional methodologies, identifying solutions and being here for us in moments of challenge - they continually meet and exceed our expectations.”

– Dwayne Groll, President, Environmental Design Group

### THE BENEFIT

## V2 Technology delivered on their commitment to Environmental Design Group.

- Provided the strategic thought partnership to allow a focus on Incremental business change to support growth and the organizational culture.
- Effective use of the IT investment – people and technology spend!

### FUTURE IT ALLOCATION

