

BALFOUR MANAGED SERVICES

A CASE STUDY

A BRIEF

Balfour, the leading supplier of customized rings for students, major colleges and professional sports teams, leverages a more strategic solution for their IT infrastructure and staffing needs to manage their business more effectively.

OVERVIEW

Balfour, a leading provider of class and championship rings, school yearbooks, and apparel realized the need for a partner to manage the day-to-day needs. Since 1943, Balfour has been producing championship rings for professional, collegiate, and high school athletes. The San Francisco 49ers, New York Rangers and the New York Yankees have all chosen Balfour rings to symbolize their Super Bowl, Stanley Cup, and World Series victories.

CHALLENGES

For timely delivery, the company must keep a well-defined production schedule and requires customer orders up to nine months before delivery. The online system is always available. Infrastructure issues were causing outages.

Balfour needed to reduce the cost of IT maintenance and as well as stabilize their workforce to reduce costly employee turnover. Balfour reached out to Cloud Tech Services (CTS) to work toward a more strategic solution for their infrastructure and staffing needs.

SOLUTION

- Development of an on-site core team that executed Balfour's specific needs ensuring consistent service and quality deliverables.
- To take care of routine maintenance, such as backups, Balfour was able to take advantage of CTS's high-quality offshore talent without incurring the cost of a full-time headcount while having access to a resource pool experienced to perform the required periodic tasks
- Reduced management complexity with a single line of communication between Balfour and CTS on-site team responsible for both on-site and off-shore activities

RESULTS

The Balfour IT team is now able to manage their business needs more effectively while the CTS team ensure the infrastructure is updated and stable. With the CTS team in place, there was a significant reduction of downtime and considerably fewer outages with the new infrastructure.

Balfour expressed these specific benefits from their partnership with CTS Managed Services:

- Strategic planning so that the IT department can focus on what is coming, rather than in a reactionary mode
- The ability to quickly ramp up and down based on seasonal demands rather than paying for peak demand resources at all times
- Deeper resource pool to tap into for needs and challenges
- Cost structure that is fair and makes sense
- Cost optimization that keeps the IT budget in line while still retaining top-tier talent



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