



## Case Study



Mesa Systems Ready for the Long Haul with DirectPointe

# Mesa Systems

## The Challenge

As Mesa Systems grew, the company struggled to provide IT support to its remote locations.

## The Solution

DirectPointe created a standardized infrastructure for Mesa, and provided support services to all locations for a consistent monthly fee.

## The Result

Mesa Systems has been able to give all its employees across all its locations with the same access and support. The network has been secure, and there has not been any virus-related downtime.

For a moving and storage company, it is important to run an agile business that can respond to diverse customer needs. For Mesa Systems, the company demanded the same agility from its technology in order to support a rapidly-growing business in three different states.

## Struggle to Support a Growing Business

Mesa Systems is a moving and storage agent for United Van Lines and Mayflower that originated in Grand Junction, Colorado. As the company continued to grow to more than 200 employees and expanded to new locations, the company struggled to support its growing IT needs.

“Mesa had a couple of internal IT people in Grand Junction who were managing the computer systems,” said Steven Elliott, Mesa Systems CFO. “But, it became increasingly difficult for the IT guys in Grand Junction to help those as far away as Boise, Salt Lake City, and Denver.”

When Mesa looked to upgrade their servers and desktops across all locations, they discovered in talking to DirectPointe that the outsourced IT services company could not only help with the upgrade, but could manage Mesa’s systems from that point forward as well.

## Enter DirectPointe

DirectPointe came in and created an entirely new infrastructure for Mesa Systems that was built on standardized equipment – which made it easy to integrate the various offices and to reduce their equipment costs. Unlike many other moving companies at the time, Mesa recognized the value of technology and looked for it to give them a competitive advantage.

“In the moving and storage industry, technology is not a high priority,” said Elliott. “Movers don’t want to spend money on computers—they would rather buy another truck. But Mesa was one of the first moving companies to really look at technology to make the company more efficient and productive.”

Mesa is getting ready for another upgrade to their systems and is communicating its needs to DirectPointe so they have a quick and seamless transition. While other movers are now beginning to increase their technology spending, Mesa still looks ahead and strives to maintain a competitive advantage through its technology investments.

## Improved Communication and Quality Support Across Locations

The greatest benefit of DirectPointe’s Complete Solution for Mesa Systems has been providing employees across all its locations with the same access and support. These services have improved communication throughout the company and made the employees more productive.

“Our Grand Junction office was happy with our IT support because the IT person was right down the hall. But all of our other offices were disconnected and weren’t able to get the support they needed,” said Elliott. “Now, all of our employees can simply hit a support button for immediate online access to DirectPointe. They get the support right from their workstation.”

Mesa has not had any downtime due to viruses over the past three years. According to Elliott: “It’s been an awesome environment because we haven’t had

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Steven Elliott,  
Mesa Systems

anything from the outside affecting our network. The security in particular has been excellent.”

Mesa Systems is a believer in outsourcing non-core functions, as they apply the same logic to Human Resources and other groups within the company. Mesa Systems is able to maintain focus on its business without having to worry about managing its IT.

“We recognize the hassles of managing IT resources and issues, such as staffing and employee turnover, if we were to have an internal IT department,” said Elliott. “We would rather not have to deal with things like software and licensing—that’s for IT people. I much prefer to have one consistent fee where we always know what we are getting in return.”

## About DirectPointe

DirectPointe Inc., based in Lindon, Utah, provides a simple yet comprehensive computing solution for small and midsize businesses. The company takes ownership of the entire computing lifecycle, including evaluating, acquiring, deploying, testing, fulfilling and supporting technology, so customers have one company to handle all their computing needs. DirectPointe provides standards-based PCs and servers, industry leading productivity software, friendly and professional support with remote update and repair ability, on-site warranty service, secure remote data backup, and managed security solutions. The complete solution is delivered for one monthly payment to ease budgeting and upfront costs. Businesses can have a complete solution that is simple, manageable, and affordable so they are free to focus on their business.

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