brivo®

CALCULATING A GROWTH TRAJECTORY WITH MORE SECURE IT

IT Firm I Divide By Zero Technical Services Augments Revenue By Protecting Access to Servers and Confidential Data

EXECUTIVE SUMMARY

One-stop IT firm I Divide By Zero Technical Services (IDBZ) focuses on growth by hardening security. Their services include managing and securing on-site IT servers for their customers. Sure, the servers they manage are cybersecure. However, many of IDBZ's customers need help to secure the server rooms. That's where Brivo comes in. Brivo enables IDBZ to restrict access to servers and the confidential data they store.

THE CHALLENGE

Christopher Peters, the founder of IDBZ in greater Chicago, knows that getting people to ask questions is the gateway to new business opportunities. He reflects this belief in the company's conversation-starting name. This catchy moniker sparks questions, even from folks who barely paid attention in math class. Christopher and his team handle over 75 hardware and software vendors to service his inquisitive customers. With an extensive vendor line-up, adding a new arrow to his technology quiver is a labor-intensive commitment for the team.

It requires:

1. vetting from a technological perspective
2. evaluating levels of service and support
3. assessing how the new tech will affect the portfolio's balance

Due to IDBZ's sustained focus on growth, they've become experts at scanning the industry for ways to expand their products and services.

THE CHOICE

The firm looked at many providers who fell short before finding Brivo. Following their search, IDBZ selected Brivo for ease of use, responsiveness, and functionality. Brivo lets IDBZ specify access times for different employees, avoid lost key situations, and provide tighter security controls. After installing the first door, IDBZ cut the installation time in half for the next one. Consequently each subsequent door installation has gone more quickly. The high quality of this experience gives IDBZ the confidence to recommend Brivo as a premium cloud-based solution for securing access to server rooms and other critical IT areas.

"If you are going to sell the pans, you need to own the pans. The Brivo tech service team was very knowledgeable about walking us through the wiring details so that we could quickly get rolling."

-Christopher Peters, Founder of IDBZ

THE CHANGE

IDBZ now bundles cloud-based access control with its services for doctors, attorneys, machine shops, body shops, hotels, retail stores, and other service-based professionals. The message IDBZ carries to those customers: your servers will benefit from a modern, innovative solution. Health information, financial records, and client data are stored on the servers the firm has installed for its customers. In addition, IDBZ can restrict or grant access to IT rooms and even individual computers or networks so that only trusted individuals may access them. Brivo Access tracks who enters and exits a server room using technology that collects and stores audit information in the cloud. As a result, IDBZ helps its customers ensure people are working when they are supposed to be and accessing what they should be.

I DIVIDE BY ZERO BENEFITS

Well-trained technicians
As a result of Brivo's support and training, IDBZ has a team of technicians who can confidently install Brivo Access without errors and in record time. This capability keeps costs low and margins high.

Trusted technology
Using Brivo for IDBZ's facilities, its founder gained an invaluable chance to understand how customers will respond and react to it. This "drinking our own champagne" approach provided context for questions that customers might ask and an opportunity to gather input from his employees.

A source of revenue growth
If a current or prospective customer relies on old-school locks and keys, IDBZ recommends Brivo Access Control. It's an incremental revenue opportunity that is easy to identify, compelling to pitch, and compliments their suite of services.

ABOUT BRIVO

Brivo is the global leader in mobile, cloud-based access control for vacation rental, commercial real estate, multifamily residential, and large distributed enterprises. Our comprehensive product ecosystem and open API provide businesses with powerful digital tools to increase security automation, elevate employee and tenant experience, and improve the safety of all people and assets in the built environment. Having created the category over twenty years ago, our building access platform is now the digital foundation for the largest collection of customer facilities in the world, trusted by more than 25 million users occupying over 300 million square feet of secured space in 42 countries.

ABOUT I DIVIDE BY ZERO

IDBZ, located in Rolling Meadows, IL, was founded in 2011 as a one-stop shop for IT Services. The firm is a trusted IT vendor that does what they say. IDBZ can handle all aspects of IT needs. They manage small projects like hardware setup, wiring, and network installations. They also take on larger projects like office desktop rollouts, server setup and migrations, and the decommissioning of aging hardware. Classic remote and onsite IT support ensure that their customers' IT environments runs smoothly daily. In addition, they provide complete backup services, from simple file server backups, to complete offsite virtual environments which include disaster recovery and duplication.