

Why Professional Title Services of Arkansas outsourced its IT services to Kalmer Solutions



How bringing in an external CIO helped to ensure its mission-critical network security

CLIENT DETAILS

- Real estate title examination and settlement services
- Clients include residential, commercial, and farmland properties
- 14 employees
- \$200 million in business per year

HIGHLIGHTS OF CUSTOMER CHALLENGE

- Not an IT expert so expertise in IT strategy is required
- Business is growing and IT systems and services must keep up to support growth
- Need the right level of IT protection, as well as checks and balances

SOLUTION HIGHLIGHTS

- Support and manage staff working on site or remotely
- Provide CIO services and support as the company grows and expands
- Handle day-to-day and mission-critical IT needs



Professional Title Services of Arkansas (PTSA) is an independently owned regional title company serving Northeast Arkansas. Its associates are experts in real estate title examination and settlement services for residential, commercial, and farmland properties.



The Business Challenge

Steve May, president and owner of PTSA, was in need of high-level IT services for his organization. The company did over \$200 million in business per year; ensuring network security, as well as day-to-day service and connectivity, were mission-critical concerns. May understood that his business needed professional IT services he could trust, as no one in the organization had the expertise required.

May turned to Kalmer Solutions to support PTSA's IT needs. During his tenure as CEO of a local bank in Arkansas, he developed a business relationship with Nathan LaRue, co-founder and managing partner of Kalmer Solutions. Following approval from the FDIC and the Arkansas State Department, it became the first bank in Arkansas to outsource the management of its IT services and staff. May turned to Kalmer Solutions to manage his current company's IT needs.



IT MADE SENSE TO OUTSOURCE OUR BANK'S IT SERVICES TO KALMER, BECAUSE IF OUR INTERNAL IT EMPLOYEE LEFT, I'D HAVE TO HIRE SOMEONE ELSE, AND WE WOULD BE EXPOSED IN THE INTERIM,"

said May. "By working with Kalmer, we won't have to worry about disruptions or interruptions in this vital function. Kalmer became the bank's total IT solution, and after everything was said and done, I wouldn't have it any other way.

Kalmer Solutions:

ELEMENTS OF IMPROVING EFFICIENCY



When May purchased PTSA, he terminated the company's contract with its existing IT services provider and brought Kalmer Solutions on board. He already had a relationship with LaRue and his company, so there was some comfort with the relationship. But more than that, May needed IT experts who could provide the required amount of skill, expertise, and professionalism required for his business.

Kalmer Solutions' robustness as an organization assured May they could provide a high level of network security, which is essential to his business. He felt confident they could handle PTSA's day-to-day IT needs.

Whether there were Internet-related problems, issues with workstations or printers, or being able to coordinate with its phone provider, May knew that Kalmer Solutions would be able to handle it quickly, either remotely or by having someone on site when needed.

"I had a high degree of confidence in Kalmer, given the size of their company," said May. "There are no mission-critical problems that they cannot help us with immediately. Their ability to step in is key. Every business depends on technology, and I'm not a technology guy, so I need someone who can fill that need for me."

The Results:

IT SOLUTIONS FOR A MODERN WORKFORCE

Kalmer Solutions helped PTSA to achieve its goals by:

SUPPORTING AND MANAGING ITS STAFF

Kalmer Solutions has been available to address the employees' IT needs when required. They have provided CIO input when needed, ensuring PTSA made the right IT decisions when necessary.

PROVIDING THE RESOURCES REQUIRED TO GROW AND EXPAND ITS BUSINESS

Since its inception, PTSA has tripled the size of its business, and has expanded into a larger location. Kalmer Solutions has helped to support PTSA's IT needs throughout its growth, ensuring that its technology has kept pace along the way.

HANDLING DAY-TO-DAY IT NEEDS

Kalmer Solutions addressed IT issues as they arose, whether they were mission-critical or relatively simple. They ensured PTSA would be able to continue providing real-time title services to its clients without interruption.



I VIEW MY TECH PROVIDER AS A STRATEGIC BUSINESS PARTNER," SAID MAY.
"WHEREVER I GO OR WHATEVER I DO IN BUSINESS, I WILL NEED THEIR INPUT. IF YOU DON'T HAVE A COMPETENT IT PROVIDER WHO HAS THE MANPOWER TO TASK OUT WHAT YOU NEED AS YOU GROW, THEN YOU'RE BEHIND THE CURVE. EVERYTHING WE DO IS TECHNOLOGY DRIVEN, AND OUR IT PROVIDER IS JUST AS VITAL TO OUR BUSINESS AS OUR ACCOUNTANT AND ATTORNEY."

Best Practices Used

Kalmer Solutions employed the following best practices when working with PTSA:



Ensured security and protection of systems and data



Handled day-to-day IT services



Supported and managed staff working on site and remotely



Provided resources to support growth of company and move to larger location



Served as CIO to provide consulting on the optimal IT solutions

Kalmer Solutions is a managed IT services provider for the modern workforce. Whether it's compliance support for FFIEC, HIPAA, or PCI, technology upgrades to help businesses with cloud services, or implementing modern workforce solutions. Kalmer Solutions' services enables clients to achieve compliance, measure efficiency, and promote accountability. Contact Kalmer Solutions today to learn how we can help you.

We'd love the opportunity to visit with you about your needs and goals.

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