

EXECUTIVE SUMMARY

Peter Millar is one of the hottest brands of menswear on the market, particularly for golfers. In less than 10 years, the company grew from an unknown start-up to the official apparel supplier of NBC Sports Golf Production Team. As the company grew, so did its IT needs. Recently, those needs outpaced the scope of its out-of-state provider.

So, Peter Millar looked for a local company that could provide 24x7 on-site emergency response.

Computer Service Partners helped the organization develop a long-term IT strategy to keep pace with the company's growth. CSP also provides ongoing network monitoring and management as well as helpdesk support.

With **CSP Managed Services**, Peter Millar has been able to:

- Gain peace of mind
- Address network performance issues
- Develop an IT Strategic Plan

THE BACKGROUND

During Peter Millars' first four years in business, its administrative offices were located in Bristol, Tennessee. Then in 2005, the company moved operations to Cary, NC. "That's how we ended up with our headquarters in Cary and our IT guy in Tennessee," said Allen Rowe, VP of Operations.

"We were happy with him as far as his knowledge. He really knew our business and he'd been with us from the beginning. But as we grew bigger, accessibility started to become a problem."

"Then, a little over a year ago, we had some hardware and network issues that took several weeks to isolate. When we finally isolated the problem, it turned out to be a fairly simple issue to fix. But, because our consultant wasn't able to physically come to our location and look at every machine, he wasn't able to catch it."

"During the weeks it took to diagnose the problem, we struggled with some serious network issues that impacted our ERP performance and our overall efficiency. That experience was the catalyst for us to find a local company that could provide on-site response."

"Our previous consultant had been with us from the beginning, he knew our business, we liked his work, but he was 300 miles away."

THE DECISION

Once the decision was made to seek out a local provider, the company compiled a list of possible IT service vendors.

"We started with a telephone screening process. Then, several of the companies came out and did a site survey and submitted proposals" Rowe said.



The Peter Millar brand was created for men who want to be stylish without being uncomfortable. The photo above is from the 2010 Fall Collection.

"We evaluated vendors based on contract cost, company age and size, and the service package. We were impressed with CSP on several different levels. They were big enough to respond to our needs, and their pricing was very competitive."

"But honestly, there was a personal factor to it. When we visited CSP, we just got a good feel from the people. We've really enjoyed working with our sales representative as well as the service personnel and management."

"Another component that was very interesting to us was CSP's Virtual CIO service. From the beginning of our business

“There’s a certain peace of mind that comes from knowing we have access to a Virtual CIO who knows our business. To have someone at that level helping us with our strategic planning is very positive.”

— Allen Rowe, VP of Operations
Peter Millar

relationship, we’ve found the concept very appealing.”

“There’s a certain peace of mind that comes from knowing we have access to a Virtual CIO who knows our business. To have someone at that level helping us with our strategic planning is very positive.”

THE IMPLEMENTATION

CSP started the relationship with Peter Millar by conducting a comprehensive 6-week assessment.

During the assessment process, every possible detail of the entire IT system was analyzed -- from proper cable labeling, device naming schemes, and security policies to backup plans, disaster recovery and software licences.

CSP’s proprietary assessment process is designed to bring client networks in-line with industry best practices. Any part of the network that does not meet the “best practice” standard is identified and addressed -- whether it’s hardware, software, or an internal employee procedure.

“Every quarter, we go through our IT assessment with our Virtual CIO. He’s made several recommendations that we had never really considered before. Even if the things he recommends are not in the budget this year, it’s reassuring to know that CSP is helping us develop a strategic IT plan for the future.”

“Since we’ve been working with CSP, we’ve had a couple of hardware issues that had to be addressed. One was a network drive and the other was a UPS battery backup that went out. CSP responded quickly and helped us replace both items.”



In 2009, Peter Millar entered into a partnership with NBC Sports to outfit the entire NBC Sports golf talent and production team. As the official apparel provider, items worn on air will feature both the NBC Sports and Peter Millar logos.

“I’m sure these were fairly simple tasks for CSP. But for a novice like me, it would have been much more difficult and time consuming. In the past, I would have been the one to fix it — with the phone in one hand while someone walked me through the steps. It’s nice to know that those kinds of tasks are now being handled much more efficiently.”

“Plus we really like the personalities of everybody at CSP. I’ve met everyone from the president of the company, to the sales reps and the support people and they’ve all been very helpful.

“The folks at CSP seem to be genuinely interested in helping our business and really sincere. So, from that standpoint, we’ve really enjoyed doing business with them.”

Visit www.cspinc.com or e-mail info@cspinc.com



P.O. Box 33414
Raleigh, NC 27636

ph. 919.424.2000
fax. 919.424.2070