

How QIT Helps Tarkenton Financial Support Employees and Make Better-Informed Purchasing Decisions

Insurance and Computer Software | ~25 Employees | Client for 15 Years

CASE STUDY

Executive Summary

Tarkenton Financial supports an insurance business focused on guaranteed annuities for seniors and a computer software business. Its internal IT director leads the company's technology work and brings in QIT Solutions when a project benefits from added capacity, experience in a particular area, or outside product research. Tarkenton has continued the relationship because QIT provides candid advice while leaving technology decisions in the company's hands. Today, the co-managed arrangement covers selected user support, monthly onsite visits, licensing guidance, project assistance, and vendor comparisons.

Meet Tarkenton Financial

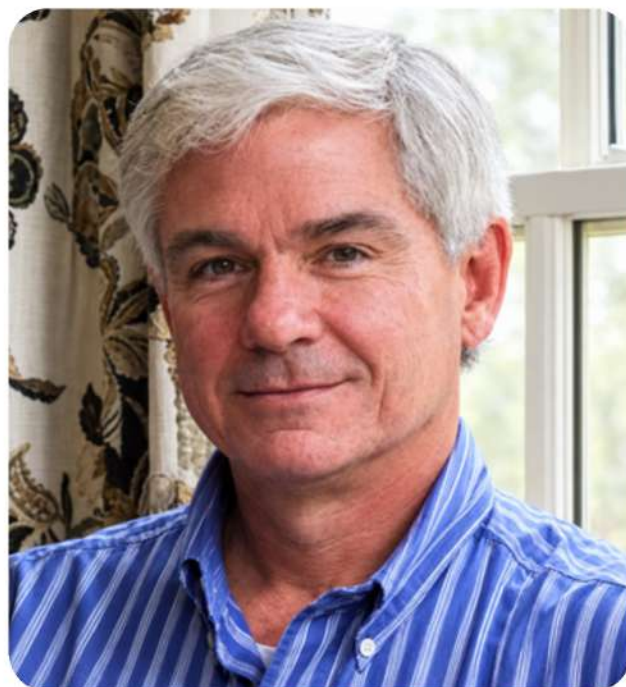
Larry Johnstone, IT Director at Tarkenton Financial, oversees technology for approximately 25 employees. Most work from the company's main office in Buckhead, Atlanta, while several employees are based in Texas, North Carolina, and Florida. His responsibilities cover two distinct parts of the business, each with its own technology requirements.

On the insurance side, Tarkenton focuses on guaranteed annuities for seniors. Its computer software business includes PIP IQ, which gives employees and agents a way to ask questions about information their organization already holds. A request such as checking remaining vacation time can be answered from the local database, while broader questions can have personal details removed before information is sent to cloud services. Larry connected that approach to concerns about exposing personal information or violating regulations.

Keeping Technology Direction With the Internal Team



Employees usually go to Larry first when they need IT help. He handles familiar day-to-day requests, including work in Active Directory and Exchange, and decides when another resource would help move an issue or project forward. That structure keeps him close to Tarkenton's employees and operations while giving him access to the wider QIT team when he chooses to involve it.



They make recommendations on my hardware, my software. They're invaluable with licensing."

Larry Johnstone | IT Director at Tarkenton Financial

Licensing is one area where that added perspective can prevent unnecessary costs. Larry noted that Microsoft licensing can become complicated quickly, so QIT reviews the available options, identifies where Tarkenton may be overpaying, and presents alternatives. Larry can then weigh the recommendation against the company's requirements and make the final decision.

Bringing Wider Experience Into Project Work

The co-managed arrangement also gives Tarkenton access to people with experience in different technical areas. During an application project involving WordPress and Linux, QIT supplied team members who helped with sophisticated configurations and remained involved through late hours. The work gave Larry added depth for the project without changing who was responsible for Tarkenton's technology direction.

"The knowledge base over there is so deep."

That knowledge is not concentrated in a single QIT contact. Larry explained that when one person is unavailable, the provider has other people who can step in with relevant experience. He can bring the right resource into a project while keeping Tarkenton's needs and priorities at the center of the work.

Giving Employees Another Dependable Route to Help

Tarkenton's employees continue to have a familiar internal contact, but they are not dependent on Larry's immediate availability for every request. When he is away or concentrating on other responsibilities, employees can contact QIT for help. The arrangement provides continuity without moving Larry out of his central role.

“ I can actually take a day off.”

Once a month, a QIT technician spends a full day at Tarkenton's Atlanta office. The visit takes place on the same day as a company lunch, which helps ensure employees are present and able to raise questions in person. The technician checks with users, follows up on open tickets, gathers information needed to resolve them, and walks employees through issues that need personal attention.

These scheduled visits add regular face-to-face support to the co-managed relationship. Employees receive follow-up on matters that might otherwise remain open, while Larry continues to oversee the broader technology environment and decide how work is divided.



Making Better Choices Before Buying or Renewing

Product research is another area where Larry uses QIT's time and experience. The provider may bring him a product its team has researched, or he may ask for an opinion about something he has found. In one case, QIT researched an alternative platform for training Tarkenton employees about phishing and ransomware threats, then arranged demonstrations and trials for Larry to review.

“QIT did all the legwork. They gave me the demos. They gave me trials.”

Larry still expects to examine a product himself before Tarkenton adopts it. That hands-on review keeps the decision with the internal IT leader while QIT handles much of the early research and comparison.

“I don't buy anything unless I get my hands on it,”

After testing the proposed training platform, Larry preferred it to Tarkenton's previous system, and the company switched. At the time of the interview, the new provider was preparing to begin sending employee tests and training. QIT had reduced the research burden, but Larry made the assessment based on his own experience with the product.

A similar process helped Tarkenton evaluate its phone software before a renewal. Because the company uses Microsoft, Larry considered moving its phone system to Teams. A QIT sales engineer prepared adjustable charts comparing user counts, costs, and the functions Tarkenton would gain or lose under each option.

Teams appeared less expensive at first, but the comparison showed that recreating functions included with Tarkenton's existing vendor would require programming work. Those additions could make Teams the more expensive choice. Rather than focusing on the initial price or steering Tarkenton toward another sale, QIT showed Larry the longer-term cost and functional tradeoffs so he could judge which option made sense for the business.

The Results

The co-managed arrangement supports Tarkenton's employees, project work, and technology spending while keeping internal leadership in place. QIT adds people, research, and experience where Larry decides they will have the greatest value.

✓ Internal IT Leadership Remains in Control

Larry decides when QIT joins the work, reviews its recommendations, and keeps Tarkenton's business priorities at the center of each technology decision.

✓ Projects Gain Broader Technical Experience

QIT brings in people with relevant WordPress, Linux, configuration, or licensing experience while Larry continues directing the work for Tarkenton.

✓ Employees Have Dependable Backup Support

When Larry is away or focused on other work, employees can contact QIT instead of waiting for his immediate availability.

✓ Product Choices Are Tested Before Purchase

QIT handles research, demonstrations, and trials, giving Larry the evidence and firsthand access he wants before approving a new product.

✓ Onsite Questions Receive Personal Follow-Up

A QIT technician spends one full day in the office each month, checking open tickets and working directly with employees.

✓ Renewal Decisions Reflect the Full Tradeoff

Cost comparisons show what Tarkenton would gain, lose, or need to rebuild, helping Larry avoid decisions based on price alone.

Why Tarkenton Financial Recommends QIT Solutions

Larry traces his relationship with the team back approximately 15 years through Southern Data and Applied Eye before it continued with QIT. He said the people he already knew remained involved through those organizational changes, preserving their working relationships and knowledge of Tarkenton. That history has been reinforced by QIT's ability to provide technical depth, day-to-day coverage, and candid advice.

Larry has also compared QIT with another managed IT services provider firsthand. He chose QIT while the previous provider's contract was still active, which meant Tarkenton had to pay both companies for several months. Larry considered that overlapping cost justified by the value Tarkenton received from QIT.

“ I consider myself an evangelist in the Atlanta area for QIT,”

His recommendation reflects the way QIT works alongside him. The team takes on the assignments Larry chooses to share, brings in people with relevant experience, and gives him useful information without taking technology decisions out of his hands.

How QIT Solutions Can Help

Insurance and software businesses with internal IT leadership may still benefit from added coverage, project experience, or help evaluating technology purchases. Talk with QIT Solutions about a co-managed arrangement shaped around the responsibilities your internal team wants to retain and the work it wants to share.

Let's Talk About What QIT Solutions Can Do for Your Business

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