

ESTABLISHING A BRAND-NEW IT DEPARTMENT AND INFRASTRUCTURE FOR ALLIANCE RESIDENTIAL COMPANY



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**— Sherida Colvin
Senior VP of Associate Engagement/In-House Counsel, Alliance Residential Company**

Customer Challenge

Alliance Residential Company (allresco.com), one of the largest multifamily housing real estate developers in the United States, needed to rebuild many of its internal corporate support departments, including the IT department, after its sale of its management division.

Sherida Colvin, Senior VP of Associate Engagement/In-House Counsel at Alliance Residential Company, knew that establishing a strong infrastructure would provide the company with the foundation it needed to succeed. However, it quickly became apparent to Sherida that Alliance Residential needed an external resource—and a true partner—to establish a best-in-class IT department and infrastructure.

“We needed a solid foundation to lead this company into the future,” said Sherida. Instead of a “set it and forget” approach to IT, Sherida knew that “in order to be successful, we needed to invest more resources and attention into IT, because otherwise how are we going to communicate effectively? I took this project on because I knew it was so important to have IT systems that are seamless and extremely user friendly so that they can effectively support these extraordinary multifamily projects.”

As the handover to the new organization took place, Alliance Residential placed a high priority on security. Not only did Sherida and her team have to keep a constant watch on security measures, but they also had to manage a brand-new organizational structure in a new corporate environment.



“The work and effort it took to decouple the management division from the remaining development division was significant. It would have almost been better if we were fully starting from scratch, because we were unwinding a whole lot of legacy assets—and trying to do so with limited resources and many different competing priorities on all stakeholders,” recalled Sherida.

Sherida knew that Alliance Residential had to work quickly to build a new, up-to-date infrastructure that would be both user-friendly and secure.



The ConvergeOne Response

ConvergeOne was brought on-board as a partner to aid in establishing an effective IT department. This involved building a roadmap that laid out what needed to be done, what the timeline would look like, what the benefits and consequences would be, and how every aspect of the implementation would be executed.

The solution involved a move to the cloud, with an implementation of the full Microsoft 365 suite and a Cisco Meraki network. This allowed Alliance Residential to have a centralized infrastructure with dashboards for added visibility, the ability to provide the internal team with a standard research platform, and streamlined products and resources for its customers. The solution was fully implemented and managed by ConvergeOne.

“We’re now comfortable and confident in the resources that we have, our process for troubleshooting issues, our centralized location for documents, and our access to critical information,” said Sherida. “We’re empowering our team members to make smart and secure decisions.”

Results

The added security features have exponentially decreased the potential threats Alliance Residential encounters on a daily basis. “That is a huge win in our mind, and it shows the value of putting additional security measures in place,” said Sherida. “Before, the team had to research every single one of those threats, so we’re saving hours each day on investigating these things.”

Additionally, the managed services partnership with ConvergeOne has been very beneficial for Alliance Residential, as it is able to leverage ConvergeOne’s industry-standard knowledge and explore innovative solutions and resources. “The shining star is our partnership with ConvergeOne for managed services,” said Sherida. “We work with the ConvergeOne team every day, and we’re beyond happy about how cooperative and capable they are—they’re truly experts at what they’re doing, and they’re so easy to work with. They’re always bringing new solutions and options to the table that we’d otherwise never know about.”

The new systems have also allowed the Alliance Residential team to focus on strategic priorities rather than struggling with technology. “The best impact is that there wasn’t much impact to the vast majority of our associates—except that they have multi-factor authentication and they just go to SharePoint for documents. There was minimal change or impact to our workforce,” said Sherida. “We know that we’re providing them a better, more secure, more user-friendly resource, but in their minds, they just need to have quick, easy access to stuff. Now they do, and that’s a big win.”

ConvergeOne and Alliance Residential plan to continue the partnership by helping the team members gain knowledge of all the features of the new platform in order to utilize it to its full potential and create better experiences both internally and externally.

About ConvergeOne

ConvergeOne is a proven, services led, cloud solution provider that utilizes intellectual property and unique methodologies to create value for our customers to develop progressive solutions that connect people with purpose. Over 13,000 enterprise and mid-market customers trust ConvergeOne with cloud, collaboration, enterprise networking, data center and cybersecurity solutions to achieve business outcomes. Our investments in cloud infrastructure and professional and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies. More information is available at convergeone.com.

About Alliance Residential Company

Alliance Residential Company is one of the largest and most active rental residential real estate developers in the United States. Headquartered in Scottsdale, Arizona with 19 regional offices, Alliance is focused on the development, construction and acquisition of residential communities across 17 states and 33 metropolitan markets. Alliance develops high-end Broadstone multifamily communities, Holden senior housing communities, and workforce housing properties through its Prose brand. For more information, visit www.allresco.com.



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By partnering with ConvergeOne to implement and manage Microsoft solutions, you’ll be working with a Microsoft Gold Partner, your one-stop shop for all your needs. ConvergeOne is here for you every step of the way – to support your organization in planning, onboarding, and ensuring a readiness plan for a seamless transition. Learn more about our partnership: convergeone.com/partners/Microsoft

