

Case Study

Need Vital MSP to optimize and monitor Azure

Industry Technology - Software

Business Type B2B

Challenge

An LMM PE fund ops partner and portco CFO came to us with a critical need for an IT Managed Services Provider (MSP) that could optimize and monitor the portco's needs in the Azure development space. With past reliance on a small team that set everything up in Azure, their systems were in desperate need of optimization and 24/7 monitoring in order to ensure that no issues were occurring. They were in critical need of an MSP that had knowledge of the insurance business, was familiar with systems working for both internal and external users, and could understand how to use and integrate with APIs.

Solution

Leveraging our founder's 20 years in private equity, we have extensive frameworks for assessing PE-grade MSP needs. BluWave utilizes technology, data, and human ingenuity to pre-map, assess, monitor, and maintain deep pools of MSPs that uniquely meet the private equity standard. We interviewed the PE fund and portco leadership to understand their specific key criteria and then introduced them to two select pre-vetted MSPs from our invitation-only Intelligent Network that fit their exacting needs.

Result

Within 48 hours of the initial scoping call, the PE firm and portfolio company were introduced to two PE-grade MSPs that had the exact expertise they were looking for. As the decisionmaker for the project, the portco CFO selected their ideal choice. The portco was able to confidently engage the provider without wasting time or cost and rest assured that their services were running correctly thanks to the provider's 24/7 monitoring.

The operating partner that worked with the portco CFO to sign up this provider liked their work so much that he has begun using them across other portfolio companies as well.

- BluWave Consulting Manager