



## Managed IT Services for Magazine Publication

### PROJECT DETAILS

📁 IT Managed Services

📅 Oct. 2021 - Ongoing

🔒 Confidential

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*"They have the best skill set and experience that bode well with their communication style and professionalism."*

### PROJECT SUMMARY

A magazine publication was in the process of making improvements to their IT infrastructure, so they hired Razz Professional Services, Inc. for their managed IT solutions.

### PROJECT FEEDBACK

Razz Professional Services, Inc. is able to successfully bolster the company's workforce by analyzing their needs and completely upgrading their hardware. The team is highly skilled and knowledgeable, and internal stakeholders are particularly impressed with their solutions-based approach.



## The Client

Introduce your business and what you do there.  
I'm the president and publisher of Los Angeles Magazine.

## The Challenge

What challenge were you trying to address with Razz Professional Services, Inc.?  
Our IT infrastructure is the foundation of our business, so we needed someone to make improvements to it.



Shelby Russell  
President & Publisher, Los Angeles Magazine, LLC

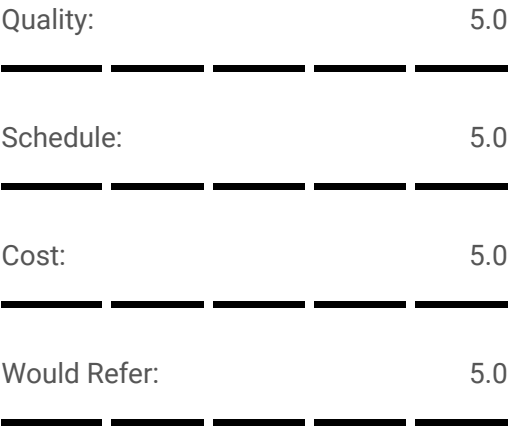
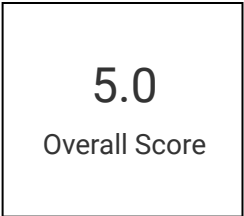


Publishing



Los Angeles, California

### CLIENT RATING





## The Approach

### What was the scope of their involvement?

To ensure our operations are running on all cylinders and the proficiency of our team, we partnered with Razz Professional Services for their managed IT services.

They provide everything such as helpdesk support, computer onboarding, and in-house IT support.

### What is the team composition?

We primarily work with two people from their team at the moment.

### How did you come to work with Razz Professional Services, Inc.?

I believe I found their company on Clutch while researching for local IT providers.

### What is the status of this engagement?

Our ongoing partnership started in October 2021.

## The Outcome

### What evidence can you share that demonstrates the impact of the engagement?

Razz Professional Services has taken complete ownership of our IT-related issues, as they set up a fantastic helpdesk process for all our employees. Apart from that, they've analyzed and upgraded all our hardware to ensure that our team is working with the best possible computers.

They continue to help us transition into a better IT infrastructure, which I'm thankful for.





How did Razz Professional Services, Inc. perform from a project management standpoint?

They have the best skill set and experience that bode well with their communication style and professionalism.

What did you find most impressive about them?

I particularly like our working relationship, as the team is very knowledgeable, attentive, and reliable when it comes to solving our problems.

Are there any areas they could improve?

The partnership has been great so I can't think of anything they could improve on.

Do you have any advice for potential customers?

I would advise working with Razz Professional Services because they're very solution-oriented and they always come up with ideas to make your process more efficient.

