

PUTTING THE WE IN I.T.

HOW CORDICATE IT TEAMS WITH
PARDEE RESOURCES COMPANY TO DRIVE
TECHNOLOGY AND BUSINESS SUCCESS





[THE RELATIONSHIP AT A GLANCE]

Client: Pardee Resources Company

Type of Business: Acquisition, management and responsible development of natural resource properties

Length of Relationship: 5 Years and counting

The Results:

- Enterprise infrastructure scalable for a small to mid-size business
- Implemented private cloud computing environment, with 5 year hardware refresh
- Ongoing IT strategy and cost predictability through CordiCare model
- Increased business resiliency with disaster recovery plan

A highly respected and successful diversified natural resources company, Pardee Resources Company owns, acquires, manages and develops a wide array of land and natural resource properties. Despite the scope and complexity of the firm's business, one area where Pardee's resources are not quite as deep, is in its information technology department.

Pardee has a team of 2 dedicated to IT, including a knowledgeable and extremely well respected IT Specialist in Watky Kho. But despite Kho's expertise, the reality is that he needs help to support Pardee's increasingly complex IT infrastructure. There are times when he needs product insights, specialized technical support or even a strategic partner to bounce ideas off of. That's where Cordicate IT comes in.

The two firms began working together nearly five years ago when Pardee was in the midst of an infrastructure overhaul, converting to a virtual server environment. Pardee heard that Cordicate IT had expertise in server virtualization, but after they began working together it wasn't simply the technical knowledge that set the Cordicate IT team apart.

"Cordicate IT is different than any consultant we have worked with," said Christine Mohan, Senior Vice President at Pardee. "Of course they are very strong from a technical standpoint but with them it's not a one-way street. They partner with you, they collaborate, they respect the knowledge and input of my team. It's been that way from day one and that's why our relationship has been so successful."

That initial virtualization project went off without a hitch. After several months of planning and coordination, Cordicate IT and Pardee partnered to replace the firm's entire infrastructure across two locations, more than 300 miles apart, over a condensed 2-week period.

Over those two weeks, the team replaced more than a dozen physical Windows servers, converting to a state-of-the-art virtual server and storage environment. The environment was built using a Hewlett-Packard Bladesystems with embedded networking connected to EMC Clariion storage arrays.

That was the first of many projects Pardee partnered on with Cordicate IT. Several years ago to accommodate the broadening geographic reach of its business and the growing need for its professionals to access critical data remotely, Pardee worked with Cordicate IT to create its own private cloud computing environment using Citrix. Pardee's IT environment has become more robust and sophisticated, but it has also become more complex.

Your Business Health Depends on IT

As its system evolved Pardee recognized the need for more continuous strategic IT support and its relationship with Cordicate IT evolved to meet that need. The firm quickly transitioned into its CordiCare™ model, a retainer relationship that provides clients with ongoing access to a team of highly skilled professionals to monitor and support their IT infrastructures.

“We needed someone to supplement our IT department and from my standpoint Cordicate IT was the only choice,” said Mohan. “They knew our system because they helped build it. They already worked as an extension of our team, and now I would have the peace of mind of knowing they would be filling in the gaps on a regular basis.”

According to Mohan, Cordicate IT provides maintenance, troubleshooting, preventative maintenance and ongoing strategy through its CordiCare relationship. In fact, all of Pardee’s systems are monitored through CordiCare. As soon as an alert comes through it is prioritized as mission critical or not and a course of action is determined by the Cordicate IT team in collaboration with Pardee’s internal team.

“This is truly a team approach,” said Mohan. “Everyone at Cordicate IT has a high regard for Watky’s expertise and vice versa. They work together to figure out the best solution for our business and put the right resources in place to make it happen. That’s very unique and very special.”

One of the things that makes CordiCare so appealing to Pardee is the depth of resources Cordicate IT brings to bare. According to Mohan her team benefits from

access to a broad spectrum of expertise from hardware to software to virtual technologies and everything in between. But more than that they benefit from their strategic thinking.

“Every proposal, every idea they bring to us is extremely well researched and thought out,” she says. “They’re not in the business of selling, they’re in the business of getting it right and that’s the added value.”

That’s the kind of collaboration and strategy that has made Cordicate IT an invaluable partner to Pardee’s IT department. That’s the kind of honesty and integrity that has made Cordicate IT an “extension of Pardee’s family.”

That’s CordiCare. That’s teamwork. That’s putting the “we” in IT.

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– Christine Mohan,
Senior Vice President,
Pardee

Teaming for Growth – The Cordicate IT, Pardee Partnership

