

## Alliance Technologies Customer Feature

Customer: Prairie Pella

Contact: Karl Allen, operations manager

### Overview

Prairie Pella has been a customer of Alliance Technologies for over 10 years. Prairie Pella is a privately owned distributor of the Pella Corporation ([www.pella.com](http://www.pella.com)), providing sales and support for customers in Iowa and Illinois. Prairie Pella has about 85 employees and several office locations.

### Selecting Alliance Technologies

Prior to working with Alliance Technologies, Prairie Pella managed their IT support needs internally. All support requests were directed to the operations manager, though his primary job function was not managing IT-related issues. As Prairie Pella grew, their computing environment became more sophisticated and it became increasingly difficult to adequately handle support requests. It was evident they needed a dedicated IT technician to support their employees and business operations.

Prairie Pella considered hiring a dedicated IT position internally or outsourcing to Alliance Technologies. After weighing their options, they decided that outsourcing to Alliance would be the best fit for their needs. Choosing to outsource allowed them to eliminate the burden of hiring, training, and managing a new position. It also gave them the resources of an entire team of IT experts: if the primary support contact was unable to fill a specific need, Alliance was able to offer additional personnel with expertise in many other areas.

In the beginning Prairie Pella depended on Alliance Technologies for basic troubleshooting and “break-fix” type server issues. However, as their needs grew, they eventually decided to utilize a dedicated Alliance technician to function as a full-time in-house resource.

### Services

Over the years Prairie Pella has used Alliance Technologies for a wide range of IT services and support including:

- Deploying and managing servers and computers
- Software upgrades and patches
- Internet support
- Firewall management

- Router Installation
- Software programming
- Web and custom application development
- Network documentation

## Testimonials

“Although we consider ourselves a small company, our network infrastructure is just as complicated as that of a large organization. We have multiple locations and support many remote workers. Alliance Technologies is able to provide us with the level of expertise we need to manage a sophisticated network and computing environment.”

“The bottom line is that we really trust the people at Alliance Technologies. I don’t have to watch over the people that support us. This speaks to their quality of people and their integrity. They’ve been a partner of ours for so many years it’s almost like they are our own employees.”

“Alliance does a great job documenting our network information. I feel confident that if we ever lost our primary support person our business would never skip a beat.”

“We are currently evaluating our phone systems and considering a VOIP solution. In situations like this it is great to have a company like Alliance to turn to with help and provide advice on new projects. Alliance is helping us evaluate different solutions in order to make the right decision for our future needs.”