



CASE STUDY

How Spero Expanded Their IT Capacity and Reduced Costs by 36%

Spero Financial partnered with Katalyst to reduce IT costs, gain expertise for complex projects, and receive proactive IT management, resulting in a more reliable and efficient IT infrastructure.

CLIENT

Spero Financial

WORKING TOGETHER

With Katalyst since 2013

Executive Summary

Spero Financial has been committed to supporting its members' financial journey since 1935. A credit union dedicated to enhancing the financial well-being of its members in South Carolina, Spero focuses on providing authentic advice and personalized solutions, through a range of services include financial coaching, financial education through online courses and workshops, and more. Given its mission, they needed a reliable IT partner to help them deliver and stay on top of their technology goals and challenges, including the successful execution of complex IT projects.

Outcomes Achieved with Katalyst

- Reducing IT costs by 36% by consolidating multiple services to a single offering
- Providing expertise for the successful execution of complex IT projects
- Urgent IT support and crisis prevention
- Proactive IT management and maintenance

Project Goal

More reliable support, fewer vendors, and deeper vendor relationships.

Key challenges with their situation included:

- Relying on numerous vendors who offered similar products with limited support, resulting in the need for a more cost-effective solution given the support
- Inefficiencies and misalignment with their strategic vision
- Needing better assistance and support from their IT vendors when critical issues occurred

As Chris Libby, Director of IT at Spero explained “We had multiple vendors offering the same products at different prices, but little support.”

These challenges became apparent when a few technology issues really highlighted the unreliable response times and inadequate problem-solving support from other vendors. This realization underscored the urgent need for a comprehensive solution that not only addressed the immediate technical challenges but also aligned with the strategic vision of reducing vendor count and deepening relationships.



“Rob [at Katalyst] found creative ways to consolidate multiple services into one package offering, reducing our expenses by 36%.”

— **Chris Libby**
Director of IT, Spero

Partnering with Katalyst

“Our first experience with Katalyst was when we called them for help when our phone system crashed,” says Rich Rumney, Network Engineer at Spero. “Our previous vendor was not responding, Katalyst said they could get someone to help us right away, and they delivered.”

The Katalyst engineer got the phone system back online and went on to fix the underlying problems that caused the crash in the first place. With that, Rumney says the team knew “we finally had someone we could call for big issues that we need outside help on.”

Spero began working more with Katalyst and saw rapid improvements. Chris Libby, Director of IT at Spero, remarks on how quickly things moved in a positive direction: **“We brought all of our Microsoft services to Katalyst from a big name VAR. Their engineers found creative ways to consolidate multiple services into one package offering, reducing our expenses by 36%.”**

“Having been in the IT space for two decades, I’ve seen a number of Service Providers do things well and not so well,” says Spero’s CTO Damon Sipe. “I worked for another Managed Service Provider and was able to see a perspective from the back-end, so I have a really good insight into both sides of the coin. I quickly realized that Katalyst was a cut above in the MSP space. Not only do they focus on building relationships, they hire high quality, expert resources that can truly partner with their customers.”

“Katalyst has been a key partner that supports Spero’s *‘fewer vendors, deeper relationships’* strategy,” elaborates Chris Libby. “We’ve been able to reduce the number of technology vendors we deal with, streamline our portfolio, and reduce our costs.”

Spero experienced significant improvements in their overall IT strategy by partnering with Katalyst. Katalyst helps provide external expertise, more resources for large projects, and assists with crucial initiatives like screen pops implementation, SD-WAN conversion, datacenter redesign, and network upgrades. Katalyst also helps Spero keep Cisco licensing updated, and orders new equipment as needed.



“Our previous phone system support partner was not as reliable as we needed them to be in responding to our queries for help. Sometimes they would jump on it and get us the help we needed, but many times we had to figure it out ourselves, causing delays in getting it fixed.”

— **Rich Rumney**
Network Engineer, Spero

Network Engineer Rich Rumney explains how extensively they've been able to trust Katalyst:

"One of our more difficult projects was the SD-WAN conversion. It would never have gotten done without the help we got from the Katalyst engineers. When we needed to completely redesign our datacenter for housing our servers and virtual machines, Katalyst got us the right engineers to help with that. When we needed to replace our core switches and introduce dynamic routing to our network, we had the in-house expertise, but needed extra hands to help us with it due to the scale of the project. Katalyst provided that."

Life After Katalyst

Spero has learned to turn to Katalyst to fill in the gaps of whatever they can't do in-house, according to Network Engineer Rich Rumney: "Technology is ever changing. When we don't know how to do something in-house, and we need to do something for a larger project, it's become commonplace for us to call Katalyst. For large projects where another set of hands is needed, Katalyst can help us with that as well."

"Everybody needs help," says Rich Rumney. "The tech landscape is too large for any one IT department to have expertise in everything without having enough IT workers to fill their own office building and then some. We don't have that kind of budget, and Katalyst fills the gaps for us."

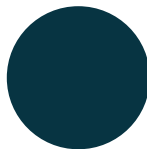
"I recommend Katalyst every chance I get!" says Director of IT Chris Libby. "Katalyst brings a depth of experience you won't get at many VARs."



Chris Libby
Director of IT



Damon Sipe
CTO



Rich Rumney
Network Engineer



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— **Damon Sipe**
CTO, Spero

Looking to expand your IT capacity without relying on a complicated web of vendors?

Schedule a call with Katalyst today and get support you can rely on — quickly.