



I.T. MATTERS, INC.

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Solutions & Success

The Inside Story

Client
Industry
Respondent

SeaOne Holdings
Natural Gas and Natural Gas Liquids
Joel Rogers, IT Manager



I.T. Matters Works Seamlessly With SeaOne Holdings' IT Manager To Keep Their Systems Optimized And Their Staff Productive

SeaOne Holdings, LLC ("SeaOne"), is a clean energy logistics provider and developer of its patented Compressed Gas Liquid ("CGL™") technology that combines the entire gas stream into one liquid product for delivery to markets.

They started as a national gas transportation company and developed into a technology company. SeaOne now facilitates the construction of gas transportation vehicles and are entering the natural gas power plant construction industry as well.

Over their years in business, SeaOne has grown in scale, from a time when they only had a few staff members, to today, when they have more than 40. Their IT Manager, Joel Rodgers, has been with them as they've scaled up and has seen firsthand how their needs have changed.

"I am the sole IT person at SeaOne, and when we only had seven employees, I had a lot less to do," says Joel Rodgers, IT Manager. "Now we have 40 employees, we have employees in South America and Houston, and that's why I need help."

SeaOne's IT Manager Was Worried About Bringing In Outside IT Support

SeaOne's IT needs grew so rapidly that Joel recognized he required a little extra help. The organization's infrastructure had expanded to include technologies that he wasn't 100% familiar with, like Microsoft Exchange email, and Cisco hardware including firewalls and switches.

"It got to the point where we had 25 employees, and the issues were getting much more complicated than I was able to handle," says Joel.

While at the start of his tenure with SeaOne, Joel was able to handle all of their IT support needs by himself, as the organization grew, that became less and less feasible. A larger staff means more users that need assistance. A larger organization means a more complex IT infrastructure.

Even though he needed some extra help, like so many IT professionals in his position, Joel wasn't comfortable trusting SeaOne's IT with an outside party.



While for a period of time Joel had gotten by with case-by-case help from external IT companies, he knew it wouldn't last. He needed consistent IT support available to him, that would provide continuity from one support request to the next.

"Going on a case by case basis wasn't working for me. I knew I needed somebody that remembered what happened last time," says Joel.

However, despite all of these factors, Joel was reticent to bring in an external IT company on a whim. He knew it had to be a company that delivered real expertise, and that wouldn't cause more problems for him, or put his job in jeopardy.

"I had a real reluctance to pass off any responsibility for the company to anybody else," says Joel. "I did not like the idea of anybody touching my computers."

This is very common in the IT world. Too many businesses and their IT personnel assume that support is either 100% internal or 100% external.

IT managers like Joel worry that the wrong third party will cause more problems than they solve, leaving the internal IT personnel to blame. Business owners and managers don't want to consider working with third-parties, because they assume it means replacing their internal staff members — IT managers like Joel.

Luckily for SeaOne, they chose to partner with I.T. Matters.





I.T. Matters Works With SeaOne's IT Manager To Fill In The Gaps In Their IT Support

Joel was looking for a true partner in IT support, and that's what he and SeaOne achieved by engaging I.T. Matters. He now has help from a team with skills and knowledge that complements his own.

"I wanted somebody I felt comfortable sitting down for a half an hour with, batting around ideas in a knowledgeable way, and not just agreeing with me about everything," says Joel. "I.T. Matters may know more about Cisco than I do, but they don't know more about our network, or our business than I do."

Working with I.T. Matters gives SeaOne the best of both worlds, allowing them to take advantage of the expertise and skill of a team of IT specialists when needed, and without paying expensive salaries or benefits. It's an affordable solution that allows them to expand their current IT resources, without having to replace valuable team members like Joel.

"I liked their philosophy about business," says Joel. "They're a small firm, but not so small that I felt like they didn't know what they were doing, or over-promising. It seemed like if they didn't know, they would tell you."



I.T. Matters Delivers Exactly What SeaOne Needs

To this day, I.T. Matters is providing exactly what SeaOne was looking for in an outsourced IT company. They offer the extensive knowledge base Joel needs to keep SeaOne's systems running, without compromising Joel's position with the organization itself.



They're really helpful with the firewall and updating our switches, I'm not a Cisco person, but all our equipment is Cisco, and they're very good about working with Cisco tech support, making sure we're patched and updated and good to go."

**- Joel Rogers, IT Manager,
SeaOne Holdings, LLC**



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