

HumCap: Smooth IT operations for a growing business.

“Twist has met every one of our computer and network support needs. Our systems are running smoothly and when we do have a need, Twist Solutions responds very quickly”

- Tad McIntosh, President, HumCap, LP.

The Company: HumCap, LP. provides on demand HR and recruiting services. All successful companies today rely on people for every aspect of their business. From information technology (IT), human resources (HR), finance, marketing, sales and executive management, HumCap’s recruiting and HR services can help find the right people for your company.

The Problem: HumCap, LP. was going through a rapid business growth phase. While their management team wanted to make sure their IT systems would grow with their business, they struggled with:

- **Poor response time.** Their independent IT provider was not able to provide consistent response time.
- **Questionable knowledge.** They were concerned that their current IT provider may not create an IT environment that would grow and support their expanding business.
- **Needless risks.** The data back-up system was not operating reliably, putting accounting records and client files at risk of not being recovered after a systems-crash.
- **Decreased Productivity.** The billable HumCap staff (including senior staff) was not able to connect to their network reliably to access their files while at client sites.

The Twist Solution: Twist’s managed plans created an “IT department” to support HumCap’s growth and provided the level of support required and expected by a professional firm.

- **Improved response time.** Twist’s onsite and remote helpdesk methodology enabled HumCap’s staff to increase productivity.
- **Lowered cost of IT operations.** Twist, taking into account the growth plans of the client, created an IT environment that would extend to support their increasing needs.
- **Installed necessary upgrades.** Identified and upgraded a server that was running out of space, before it became a problem.
- **Reduced risk.** Twist implemented and manages a backup system and verifies that data can actually be restored.
- **Improved staff’s productivity time.** Twist created remote access solutions to reliably provide connections from clients and home offices to the corporate servers.