



Case Study

CAL Insurance & Associates Relies on Intivix
for Exceptional Cloud Service

Case Study - CAL Insurance



Intivix delivers cost-effective IT support to **CAL Insurance & Associates** and protects them from downtime with their proactive and dependable approach.

Based in San Francisco, CAL Insurance & Associates is a full-service brokerage agency that assists businesses and individuals with their insurance needs.

CAL Insurance relies on their IT infrastructure for every aspect of their day-to-day business. Any disruption to their IT impacts their customers and their ability to deliver the very best service.

"The biggest concern we have is the computer systems going down. There is nothing worse than not being able to handle the influx of customer questions and needs on a day-to-day basis. Every minute, every hour that we're down, our productivity is shot," says CAL Insurance President Joe DeLucchi.

CAL Insurance had been experiencing a drop in the quality of service they were getting from their previous IT supplier. They decided it was time to look for a better partner with the professional expertise that would provide all the tools their staff needs to be as productive as possible.

"Several years ago, we had engaged another IT consultancy. Over the course of time, we were becoming more and more discouraged with the level of servicing and knowledge that we were receiving. We thought there should be a better solution out there," says DeLucchi.

The Situation:

Full-service brokerage agency requires reliable IT network.

CAL Insurance decided to partner with innovative IT provider Intivix so that they could get the level of expert service that they wanted.



Case Study - CAL Insurance

"We were introduced to Intivix about four or five years ago, and I must tell you it was night and day compared to our previous consultancy. We could not be more pleased with the decision that we've made. There is a big difference between an IT vendor and an IT partner. We feel that Intivix is a true partner for CAL Insurance," explains DeLucchi.

Intivix has given CAL Insurance peace of mind where their IT is concerned. Intivix has ensured that they experience little to no downtime on their systems and have helped them make many improvements to their network.

Intivix details all planned maintenance and upgrades ahead of time so that CAL Insurance doesn't have any unexpected issues or costs along the way.

"When it was time to transition to the Cloud, the project was clearly broken down into the various scopes of what would happen and across a timeline. Every projection, every date was met. It was a very smooth process, but also our hands were held along the way to be able to relay to the staff what to expect and when to expect it," says DeLucchi.

The Solution:

Partnering with Intivix for enhanced IT support and Cloud-based services.

CAL Insurance continues to enjoy the confidence provided by Intivix's proactive professionalism. Intivix is currently helping CAL Insurance by providing cybersecurity training for their end-users, which has increased the overall baseline security knowledge of their employees. The training Intivix provides for the CAL Insurance team helps protect the firm from security attacks, phone scams, phishing emails and more. The training even involves a fake email phishing campaign to ensure that users don't fall prey to convincing scams. Intivix knows that end-users are a company's frontline defence against cyberattacks. That's why, to reduce risk and liability, keeping the CAL Insurance team informed and vigilant is a top priority for Intivix.



Case Study - CAL Insurance

"We feel very secure with Intivix as our IT Partner. In the very rare case that our systems are down, we have a reliable and trusted partner to get us back up and running as quickly as possible," says DeLucchi. "Intivix is there when we need them, they are extremely responsive and strategically proactive. Whenever we have any IT related issues, Intivix is our one phone call and it is handled."

CAL Insurance recommends Intivix to other businesses for their outstanding and cost-effective service.

"They pay attention to the overall monthly invoice and bills and they look for ways to lower our overall IT costs," says DeLucchi. "When we need IT support, we can count on Intivix to respond in a very quick and efficient manner."



Intivix has the knowledge to help their clients get the most from their business.

Contact us right away at (415) 543-1033 to benefit from our expertise and strategic IT support services.

