



Data Balance
Reliable Business Technology

Microsoft
GOLD CERTIFIED
Partner

Integrated Technology Solutions

Beneport

Beneport, a benefit communications and enrollment firm based in Largo, Florida, works with employers to design, implement and administer high quality benefit programs. As a startup in 2005, Beneport recognized that intelligent use of technology would set it apart from competitors. It began a search for a strategic and reliable IT partner to design and implement a flexible solution. The search led to Data Balance.

Data Balance Solutions

Work began with a review of Beneport's business model and growth plans. Data Balance then designed a robust technical infrastructure from scratch. The solution included:

- A network of servers, laptops, workstations and printers;
- Set up of online corporate email and productivity applications;
- Installation of Microsoft CRM for streamlined management of client records;
- Installation and support of a VoIP phone system;
- Custom application design to enable date/time stamps on client phone calls;
- Support through Data Balance's Pro Balance Managed Services.



Benefits Delivered

Beneport's relationship with Data Balance helped the company to:

- Launch its business with state-of-the-art technology
- Reduce time spent on technology management
- Expand its network of remote workers
- Set up custom phone queues for better customer service
- Maintain a searchable database of call center activity
- Gain competitive advantages through IT
- Bring new staff on board quickly and easily
- Manage simultaneous enrollments
- Enhance service offerings through time stamping
- Support future growth

Going Forward

After four successful years, Data Balance continues to be Beneport's IT partner of choice. Beneport is expanding to new, larger office space in Clearwater, Florida, with Data Balance overseeing technology in the new space and upgrading infrastructure to ensure that Beneport continues to lead its industry.

Testimonial

"There are a lot of IT support providers out there, but few are able to deliver the technical know-how and strategic business guidance that Data Balance provides. The team never fails to put itself in our shoes and consistently shows us that our best interest is their first priority. This is the kind of firm we want to work with long-term." -- *Diana Strout, Beneport, Clearwater, Florida*