



## SOLUTIONS & SUCCESS THE INSIDE STORY

<b>Company</b>	G&D Property Management Inc.
<b>Industry</b>	Property Management
<b>Respondent</b>	Rosemary Brooks, Owner's Associate



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**G&D Property Management Inc.** manages community associations for a range of clients, including condominium, townhome and homeowner associations. Their team works closely with association staff and members including Board of Directors and Homeowners to provide a range of programs and services.



## They Handle The Day To Day IT, And OSG Handles The Rest

The reality is that IT services require a customized solution to meet each client's needs. While some may need a fully managed service, others only need help with specific IT-related tasks.

G&D Property Management has an internal staff member, Rosemary Brooks, to take care of the day-to-day IT tasks, and they trust OSG to handle the more complex support issues. That is why Rosemary and the G&D Property Management team originally hired OSG.

"When I had the opportunity to go out and look for IT support, OSG entered, and we began this great relationship," says Rosemary Brooks, Owner's Associate. "I said I would need Outsource to assist me with some of the more

technical things like the firewall and the server, and so that's how I was able to bring Outsource in."

While Rosemary handles immediate, primary IT tasks like power cycling hardware, resetting passwords, and other issues that the staff encounters, Outsource IT Solutions Group manages the more complicated parts of their IT environment, from cybersecurity technologies to infrastructure.

"They assist with the WatchGuard firewall and the backup server. They log in every now and then and check on it," says Rosemary. "Luckily, I haven't had any real hardware problems on the server-side, and I always credit that because OSG set it up correctly the first time."

## We Deliver Fully Transparent IT Services

For Rosemary, one of the best parts of our service is that we make sure she knows what OSG is doing. Whether we are fixing a major problem, or performing simple hardware maintenance, OSG provides totally transparent and detailed support.

"I wanted to know what they've done, in writing," says Rosemary. "I wanted the line by line, so I could learn about it. With other IT companies, the techs come in, they do what they do and you don't know. That's always been the agreement, and they always provide me with more."

It can often be difficult to know what your IT team is doing for you. It is extra work for them to clearly explain how they are solving problems, but communication is especially important when support is covered by a combination of internal and external teams like it is with G&D Property Management.

"I know that they're going to take that extra time and either explain it or write it up for me," says Rosemary.



*I'm so thankful to have OSG on my side."*

**- Rosemary Brooke, Owner's Associate,  
G&D Property Management**

