

Getting “IT” Right from the Start

“We’ve structured our company to be as flexible and efficient as possible.”

Keith Reed founded Cooperative Business Services in 2003 to capitalize on the gap between the lending power of credit unions and small business. His intention was to get everything as ‘right’ as he could from the get go. A key to setting up his business, as well as supporting his customers and associates, was implementing the correct IT model. After a selection process, Cooperative elected to work with Expedient Technology Solutions to design and implement that infrastructure. The deciding factor for Keith was the professionalism, responsiveness, and proactive effort that they saw from Expedient.

From the outset, Keith says he was as confident as he could be that Expedient would help get Cooperative Business Services off to a solid start. His confidence has been proven to be well placed. Since the start three years ago, Expedient has always been very prompt to solve problems and proactive wherever possible. Uptime of the system has been great with no problems that Keith can remember.

“Our associates are able to focus on their jobs because the system works.”

As part of ETS Stress Free IT program, Expedient monitors the Cooperative IT solution 24 hours a day, seven days a week..

Keith says that he has never has to worry about the IT system and never has to chase down IT problems, so he can really focus on building his company. “I don’t know what more I can ask of them. If we have a problem, it doesn’t matter which employee calls or what time of day they call. They (*Expedient*) return the call the same day and they’re on it. Our associates can focus on their jobs because the system always works”

“I’ve been able to focus on building the company because I don’t have to chase down problems of the system not working correctly.”

So how is Cooperative Business Services doing since their launch three years ago? They are “right on target”, right where they wanted to be – thanks in no small part to the impact of the IT solution implemented and maintained by Expedient Technology Solutions. Cooperative works almost exclusively from laptops – enabling associates to work in the office, at home, on the road, or anyplace there’s a Wi-Fi set up.

What would Keith say to another business owner, or someone about to launch a new company – “Use them (*Expedient*), without a doubt! These guys care, they’re honest, and they have integrity. If they couldn’t deliver, they would tell me up front. That’s the kind of relationship we have.”