



## “Now We have Peace of Mind”

Operating from their office in Woodland Hills CA, Genuine Games is an independent video games developer founded in 2002. The company has worked on a number of multi-million unit selling titles for various publishers on various games consoles.

“Our previous IT support suppliers were small, low-cost companies that were always very busy and would often take far too long to sort out problems. It used to make me very nervous. Then Highland MSP came along with the resources and know-how to provide a professional, expert and speedy response, meaning we finally have that peace of mind that comes with knowing our business is never going to fall foul of an IT meltdown.”

**Russ Gubler, CEO Genuine Games**

### Getting IT back on track

Genuine Games was in a situation where everyone was so busy programming computer games that no one person could be solely responsible for the maintenance of the IT infrastructure. The immediate issue was a bad hard drive in a out-of-warranty Dell Power Edge server which happened to be their Exchange server.

With Highland MSP on board, the situation turned around. Highland immediately dealt with the situation at hand. An effortless “swing” migration of Exchange from the bad Power Edge server to a good one. Outlook—Exchange back on and performing as expected.

### Systematic approach

When Highland first went into Genuine Games it was faced with a number of issues. The server infrastructure was poorly maintained, network printers were not configured properly, software licensing and service agreements were scattered. Highland’s solution was to prioritize each problem, then handle each one based on urgency. Highland spent the first few visits getting everything back on track. Then set up a remote connection enabling it to troubleshoot from afar, while maintaining a crucial presence on-site once a week.

### Core benefits

While Genuine Games is thrilled to be operating an environment free from the stresses of server breakdowns etc, it highlights the following measurable commercial benefits:

- Budgets can be forecast much more effectively now a maintenance plan is in place
- Staff can continue to work without the state of the network on everyone’s minds

### Positive referral

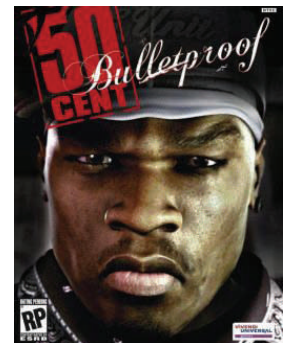
Highland MSP was recommended to Genuine Games and the couldn’t have wished for a better referral. “Without their help we would have continued to without a stable and secure network,” says Russ. They are very fast at responding and get things done there and then.” This, continues Russ, compares to other companies who can take days to fix problems. “on one occasion, we were told (by AT&T) that it would take three days to re-establish our Internet connection but Highland did it in a day.” The company is also impressed by Highland’s competitive pricing.

### Final verdict

“We would recommend Highland Managed Service Providers to anyone,” concludes Russ. “The service is personal, problems are solved immediately and they are slick, dynamic and commercially-aware. I have yet to encounter a better IT company.”

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50 Cent: Bulletproof video game for Playstation 2 and Xbox developed by Genuine Games

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