



RV Dealership, Curtis Trailers, sets off on its next adventure with Polar Systems.

Curtis Trailers is a full service RV dealership featuring America's top brands of travel trailers, fifth wheels, toy haulers, tent trailers and pickup campers. For over 60 years, Curtis Trailers has been serving the greater Portland and Vancouver area with quality and integrity. With 2 separate locations, one in Portland, and one in Beaverton, Curtis Trailers will work with clients to find the dream RV that matches their lifestyle.

Problem

In May 2015, Curtis Trailers reached out to Polar Systems in urgent need of assistance. They were just a few weeks away from a very large project moving their Portland office to a new facility, when their in-house IT resource unexpectedly gave notice of his resignation, leaving them without IT support for the organization. Curtis Trailers reached out to Polar Systems, looking for someone to replace their network administrator. They also needed a high level resource to project manage the technology portion of the upcoming move.

Solution

Polar Systems responded immediately and was able to quickly and efficiently develop a framework to document the current state of the network. The process included a knowledge transfer from Curtis Trailers in-house person to Polar Systems support team, making the transition virtually seamless to their end users. Polar was able to accomplish this by meeting with the Curtis Trailers Executive team immediately to discuss their IT support requirements and goals. After the initial meeting, a plan was put together to bridge support by having one of Polar Systems' Network Admins on-site to shadow their IT resource as much as possible during his final two weeks then take over on-site IT assistance until the Polar Systems' PolarStar Managed Services suite roll out was complete.

Polar Systems' vCIO for Curtis Trailers took over the project planning & design for the new Portland office. They coordinated and met with all 3rd party vendors including internet, security/alarm, fire and application vendors, making sure that the transition was smooth and on time. This led to a successful Portland office move with minimal downtime, phased integration between the various department buildings, and a smooth transition for everyone at Curtis Trailers team, all while maintaining their original office move timeline.

Result

Polar Systems' quick response to Curtis Trailers' problems allowed them to build and establish a trusted relationship within a short period of time. Polar Systems was able to change the culture from having one on demand in-house IT resource, to leveraging a Service Desk that could fix problems remotely, while keeping the option to have someone on-site if circumstances require. Now Curtis Trailers is able to rely on Polar Systems' entire technical team for help and guidance. Polar Systems continues to be Curtis Trailers' trusted advisor, working with them daily to provide a strategic vision for all their technology needs.

"The response by the Polar team was not only quick but it addressed our immediate concerns in a way that truly fit our business needs. A Polar network administrator was on-site during the first month to bridge the gap from what we had to where we were going with the PolarStar program. They were instrumental in the success of our move. Our business operates 7 days a week and with the right planning and execution Polar was able to have our new facility up and running literally overnight."

~Karra Westphall