



# Case Study: Outward Hound

How one CPG pet company transformed from reactive IT with runaway costs to a responsive, flat-rate partner that keeps a global team running.



# A CFO Who Knew What Exceptional IT Looked Like

When Brad Stone joined Outward Hound as CFO, he inherited an IT situation that wasn't working. The previous provider was large, expensive, and treated every request as either billable or backlogged.

Employees were frustrated, costs were high, and nobody felt like they had a real partner in their corner.

Brad worked with TMGC at a previous company. He knew what to expect from a true IT partner, and within six months of joining Outward Hound, he was ready to make the switch.



## What prompted the switch to TMGC?

### Continuous Change

There was no consistent point person, so every support call brought someone new into the fold.

### Backlogged Requests

Simple requests took 24 hours or more to get a response.

### Billable Projects

Anytime a problem needed hands-on attention, the answer was an onsite visit, billed as an extra.

### Licensing Mistakes

The previous provider auto-renewed 95 Microsoft licenses for a full year without notifying the team. One simple problem: Outward Hound didn't have 95 people, and they were stuck paying for unused licenses.



**"Any time we'd ask them for something, it was out of scope. When we had a problem, their solution was more onsite support. And they wanted to charge us for it."**

— Brad Stone, CFO, Outward Hound

## Fast, Reliable Help Desk Support That Actually Feels Personal

The most immediate change after switching was responsiveness. TMGC's help desk doesn't route tickets through priority tiers or hand them off to whoever is available. A real person learns the business and responds fast.

## One Flat Monthly Rate

TMGC replaced Outward Hound's previous unpredictable IT bill with a flat-rate pricing model that covers everything: no out-of-scope charges or project-based billing, even when that means on-site work.

## A Data Center Move That Keeps a Global Team Online

One of TMGC's first major projects was moving Outward Hound's servers from their office to TMGC's offsite data center. This eliminated threats from power outages, natural disasters, and other circumstances that can lead to data loss by automatically storing and protecting data offsite.

## Proactive Cybersecurity & Zero Breaches Since Day One

TMGC monitors continuously and communicates threats as they're detected. Brad knows what's being blocked and why. When TMGC spotted a bootlegged copy of Outward Hound's website, they flagged it before it became a problem.

## Remote & Global Access That Works Without Complexity

Hardware ships directly to new remote hires. Domains and renewals are managed without Outward Hound having to track them. Cloud access keeps employees in Sweden, Hong Kong, and across the US connected and secure, without requiring an in-house IT team to make it happen.

*"They've done a great job with security. We **haven't had a breach since they started.** They come to us and let us know that people are trying to get in."*



*"With TMGC, you submit a ticket and **someone I know is responding within minutes.** It spoils you."*



## Ten years. Two companies. One consistent standard.

That's what Brad found in TMGC, and it's what every business deserves from their IT partner. Fast support from people who know your name. Pricing that doesn't shift month to month. Security that works in the background so you don't have to worry about it. And a team that treats your business like their own.

*"I've worked with TMGC for 10 years across two companies. At Outward Hound, they've cut our monthly expenses materially. I've come to expect a level of service that only they have provided."*

***If that's not what you have right now, we'd love to talk.***