

# CIOReview

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## 20 Most Promising IT Services Companies - 2019

Waves of innovation are continuing to sweep the IT services landscape. It's no more about the next big thing but an iterative fusion of technologies coupled with the assistance of people and processes. Business leaders are now realizing that internal expertise is insufficient to meet the growing demands of customers, both internal and external. Tasked with ensuring the operability of IT services and infrastructure, managed service providers (MSPs) are the key to uphold the trust and confidence of valuable customers.

With the adoption of technologies such as IoT, AI, cloud, edge computing, automation, and so on, organizations are now gaining a competitive edge while driving efficiencies. To stay abreast with the evolving trends, MSPs are now stepping forward to deploy all these technologies for organizations to not only

eliminate or minimize the need for hardware infrastructure, but also improve operational efficiency, make fact-based real-time decisions, protect the integrity of security systems, and maximize uptime, while ensuring faster capitalization and cost savings for businesses to stay ahead of the curve.

In this situation, choosing the right partner is like finding a needle in the haystack for decision-makers globally. Mitigating this malady, our distinguished selection panel, comprising CEOs, CIOs, industry analysts, and CIO Review's editorial board narrowed the top 20 IT services companies that exhibit competence in delivering innovation in the IT sector.

We now present to you CIO Review's "20 Most Promising IT Services Companies – 2019."



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#### Company:

Trinity Networkx

#### Description:

Trinity Networkx provides cutting-edge technology solutions helping our clients grow their businesses and profits

#### Key Person:

Lance Reichenberger  
CEO

#### Website:

[trinitynetworkx.com](http://trinitynetworkx.com)

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# Trinity Networkx

## Solving Your IT nightmares once and for all

**I**n an IT world where the demand for “proactiveness” looms large, Lance Reichenberger believes in going above and beyond the conventions in IT services and doing things differently. Having spent more than three decades in various leadership roles, Reichenberger knows what it takes for the companies fairly entrenched in IT problems to become highly proactive and roll with the tides of change. As the CEO of Trinity Networkx, he leads his team to present organizations with state-of-the-art technology and consulting services. The team constantly pushes the envelope of IT services and goes the extra mile to ensure that the clients’ IT problems are fixed as well as the solutions establish a prosperous future.

At the core, Trinity Networkx’ managed services focus on driving growth in its clients’ revenues. As a managed service provider, Trinity Networkx offers a variety of services such as Cloud Computing, Desktop support, Office 365, and others. To begin with, Trinity Networkx empowers clients with top-of-the-line cloud solutions and services, while also ensuring that their vital systems are secure, and data is protected in the event of a disaster. These cloud services and support are available round the clock and equip the clients with intuitive tools required to control and manage their systems remotely. “Cloud computing has benefited our clients, making them more agile, productive, and pertinent in the field,” says Reichenberger. From the security perspective, the company governs data backup, data protection, and network continuity. “Most of our disaster recovery and our contingency planning allows the devices to protect the client’s networks—whether it’s in the cloud or not, to spin up, virtualize and act as per that server within the 30 to 40 minutes of the downtime.”

**We are looking not only to get to the goal, but to take our partners with us**

Network Security—the backbone of 21st-century business—is a huge part of Trinity Networkx’ mission. From keeping computers and network equipment updated, implementing a business-grade firewall solution to providing sophisticated password protection, email security, intrusion prevention, antivirus, and antispyware—Trinity Networkx covers every aspect of internal and local network security. “We have a 100 per cent in-house local



Lance Reichenberger

Network Operations Centre in Southern California and help desk, along with an exclusive internal team for reviewing managed IT services, marketing, sales and more,” he adds. Besides, Trinity Networkx also configures, installs and manages business-class Hosted Voice over IP (VoIP), allowing the clients to connect seamlessly by accessing high-quality calling, advanced features, and easy management—a at a considerably lower price point.

Fostering a philosophical culture, the Trinity Networkx team believes that what they stand for depends on who they are standing with—their clients. Dedicated to client success, Reichenberger refers to his clients as “partners,” nurturing long-term relationships with them. “We are looking not only to get to the goal but to take our partners with us. Right from the sales to the implementation of technology solutions, we focus on partnering, caring, and listening to organizations that have been ‘scarred’ by IT in the past,” explains Reichenberger. In doing so, Reichenberger and Danny Soto, executive vice president of technology, Trinity Networkx, work in the trenches with the clients to discuss their pain points and past experiences. This is followed by securing an opportunity to either repair on site, or scheduling services, through processes that abide by the latest ITIL standards. “As once President Lincoln said with regard to the Civil War, you have to get out of the ivory tower and get down there with your troops. From onboarding clients to delivering top-notch services, the entire team is equally dedicated to our clients’ success and reflects the same entrepreneurial mindset across the organization,” he adds.

To highlight the efficacy of Trinity Networkx, Reichenberger recalls an instance that involved one of their long-term clients—a large staffing organization. The team discussed the client’s problems in depth and came up with a solution within a few hours of the onboarding process. Since adopting the IT services from Trinity Networkx for troubleshooting, the client has been able to run and maintain their equipment and network smoothly. “To date, we are managing their network. They have come a long way, and both of us have grown together,” adds Reichenberger. The fact that the client who came on board six years ago is still an active client and speaks volumes about Trinity Networkx’ commitment to building long-lasting relationships.

Scripting similar stories, Trinity Networkx is planning to triple and potentially quadruple the size of their organization and their cash flow, along with augmenting their staff and resource strength. **CR**