



From Firefighting to Future-Ready:

STAGEN + VELO IT GROUP

Stagen Leadership Academy is a nationally respected leadership development firm, helping purpose-driven companies grow by strengthening their people. But behind the scenes, their team was struggling with a familiar pain point: unreliable IT.

“We had played the MSP game,” said Jay Swindle, Stagen’s President. “We’d been with multiple MSPs over the years and hadn’t found that Goldilocks partner. We kept switching, but none of them resonated or worked for us.”

Like many growing organizations, Stagen’s team was spending too much time firefighting day-to-day IT issues. Systems weren’t stable, and their internal team was consumed by technical distractions. “I was dealing with a lot of pain for myself and my team,” Swindle said. “We were being consumed by tech problems that pulled us away from high-impact work.”

That changed when a trusted advisor referred them to Velo IT Group.

A STRONG FIRST STEP

“When we showed up to onboard Stagen, it was clear there was something different,” said Taylor Toce, CEO of



Velo. “This wasn’t a typical vendor engagement. From day one, it felt like a real collaboration.”

Stagen was equally quick to recognize the shift. “Maybe we could even call Velo our secret weapon,” Swindle said. “They brought the ability to help us lead our people, build stronger leaders, and deepen client relationships by simply making IT work.”

That partnership mindset set the tone early. “Yes, we were coming in to stabilize technology,” Toce said, “but they were also helping us grow—challenging us to scale smarter and more intentionally.”

S T A G E N

“What makes Velo different is the move from a transactional relationship to a partnership.”

JAY SWINDLE
PRESIDENT OF STAGEN LEADERSHIP ACADEMY

SOLVING IMMEDIATE PAIN POINTS

The first hurdle was a failed Exchange-to-Office 365 migration that had left the team frustrated and fragmented. “It was a nightmare,” Swindle recalled. “Some of our people had 20 years of email history, tied to critical client relationships and business continuity.”

Velo approached the issue with clarity and structure. “They had a point of view and a plan,” Swindle said. “We attacked it together. They resolved the number one pain point in the relationship right away—and they did it quickly and seamlessly.”

This early win gave Stagen confidence to move forward and created room to focus on what mattered most.

SUPPORTING REMOTE WORK AND PRESERVING CULTURE

As Stagen transitioned to a hybrid work model, their priority wasn't just technical continuity—it was cultural continuity. “Community is everything to us,” Swindle explained. “Development doesn't happen in isolation. It's something we do in community.”

Behind the scenes, Velo reinforced Stagen's network infrastructure to support that vision. “We made sure they had the network strength and capacity to maintain a seamless experience,” Toce said. “Because when you're sitting at home, staying connected isn't just a tech issue—it's a culture issue.”

The result was a remote-ready environment that kept the team aligned, collaborative, and productive.

SHARED BELIEFS, STRONGER OUTCOMES

Stagen's work is rooted in the belief that organizations grow by investing in their people. That value showed up in their expectations for IT as well.

“We partner with organizations to work through their leaders,” Swindle said. “Every business has a current state and a future state. The way you close that gap is by solving complex, ambiguous problems—and that starts with developing your people.”

“When you understand what I care about, and I understand what's important to you, we're working together to create a win-win solution,” he continued. “It doesn't feel like we're competing. It feels like we're solving problems side by side.”

As both organizations grow, the relationship continues to deepen. “We see the partnership with Stagen impacting not just our leadership,” Toce said, “but also how we serve our clients. Their development work has a downstream effect across our entire company.”

For Stagen, the feeling is mutual. “Technology is part of everything we do now,” Swindle said. “If you have a transactional relationship with your IT provider, it's not going to serve you in the future. But a partnership like the one we have with Velo—that's what's going to help you get from your current level to your next level.”



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HUMANIZING TECHNOLOGY

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– Jay Swindle

Ready for a real partnership? Let's talk.

