SilverTree

Vigilance™ by SilverTree

CASE STUDY

Enabling business expansion with scalable IT managed services and Vigilance



Challenge

A growing AI-first, platform-led digital transformation, and full-cycle product engineering services company wanted to expand its offerings while streamlining infrastructure support operations. While the company was strong in analytics, automation, and innovation, they wanted a partner to introduce process rigor, cost efficiency, and managed services expertise. Its primary goal was to add IT Managed Services as a business offering to fuel further business growth.

Why Silver Tree

Having worked with Silver Tree on client projects, the client recognized Silver Tree's expertise working with SMEs and its outstanding managed services delivery. When the time came to expand its offerings, Silver Tree was the logical choice.

OUTCOMES

Faster go-to-market

Simplified the client's go-to-market cycle turnaround, minimizing exhaustive assessments and month-long reviews

At-code standards

Delivered at-code standards for an efficient offshore delivery experience scaled to grow

New markets

Increased opportunities for growing new markets

Lower onramp costs

Increased project execution speed and minimized onramp costs

Actions taken

- Applied Silver Tree's Silver Catalyst methodology to identify efficiencies and process improvements.
- Collaborated to design and implement the Vigilance platform, integrating multiple technologies and data sources for enhanced service delivery.
- Transitioned the company's IT support services to Vigilance, enabling seamless management of customer infrastructure.
- Provided expert guidance on managed services capabilities to ensure readiness for market-facing operations.

"Silver Tree's expertise in managed services spans multiple customer domains, delivering infrastructure support with year-over-year efficiencies, process improvements, and the business rigor essential for a professional managed services offering."
EVP, Digital Solutions and IP

Vigilance was adopted seamlessly with agility in the client environment, augmenting the design and product engineering capability of the client.

YOUR NEXT STEP

See how Silver Tree can do the same for you

Book a complimentary 30-minute Advisory Session with a Silver Tree leader. We will look at the challenges you are facing and show how we can deliver results like these for your organization.

Book an Advisory Session

info@silvertreeservices.com

About Silver Tree

Founded in 2014 by Richard Ricks, Silver Tree Consulting & Services is an IT solutions and services integrator. We help midmarket companies unravel complex technology challenges, improve operational effectiveness, and unlock growth potential.

Our six practices, AI, data and intelligent operations, IT operations, security operations, business applications, and governance and management, are delivered through three service models: workforce solutions, solution consulting, and managed services.

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