



## The value of Trust X Alliance

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Technology Solutions of America (TSOA), an information technology organization based out of Florida, was in need of assistance with a major healthcare customer and turned to the Trust X Alliance program through IngramMicro to partner with a like-minded organization with Citrix Subject Matter Experts. eGroup rose to the occasion, assisted and delivered immediate success for TSOA customer's Citrix project. Since the initial inquiry in 2015, TSOA has partnered with eGroup for numerous customer projects throughout Central & Northern Florida, delivering speed and certainty with cloud & data center solutions.

**"Everyone is raving about eGroup. An energetic, positive vibe I have never experienced before..... ever." – CFO, Behavioral Healthcare Provider**

Buddy Carpentino, TSOA Owner and CEO, has been part of the Trust X Alliance since its inception in the early 1990's, which was previously called Venture Tech. The Trust X Alliance includes over 300 providers throughout the US. Buddy's team at TSOA has partnered with 15-20 groups in total over the years, but mentioned the team at eGroup has distinguished itself from the others.

**"I've been in business for over 30 years and I'm in a position where I need to lean on referrals. If the job falls outside of our core values, I prefer to work with eGroup, especially for those healthcare customers who need help immediately. eGroup is by far the most responsive and thorough partner I've ever worked with." – Buddy Carpenito, CEO TSOA**

Since Buddy's initial inquiry with eGroup, the partnership has continued and has been growing since 2015. TSOA was in need of an organization who focused on high-end technical problems in both data center and cloud enterprise. There weren't many high-end technical solution providers on the Trust X Alliance program and eGroup was quick to respond back. It was a big advantage having eGroup resources within an arms length to deliver the skillset that was imperative to TSOA's initial project of assisting clients with the development of their cloud/hybrid cloud strategy. Since the initial Citrix project, TSOA has found partnering

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with eGroup useful for larger infrastructure projects, especially those that relate to a Microsoft environment, given eGroup's immense background in delivering customer outcomes with Microsoft technologies, such as Microsoft Office 365, Azure, Microsoft Enterprise Mobility + Security (EMS), SharePoint, SQL, and Hyper-V.

The biggest advantage that TSOA has enjoyed in its partnership with eGroup has been the quick response rate Buddy receives when reaching out to the eGroup team. "Every person at eGroup goes out of their way to help us... from support, design, sales, they deliver best-in-class communication", Buddy Carpentino. As the partnership continues to grow, both organizations are becoming vital resources for their customers as more and more businesses continue to see the rich value in utilizing both TSOA and eGroup.

"I'm not sure what Mike Carter has built there, but you guys have something special. The reputation of your company is just amazing." – Buddy Carpenito, CEO TSOA