



Solutions & Success

The Inside Story



“ *In a small business, you're always wearing different hats, so it's difficult to gain focus. Orion has helped me get more focused on the things that really matter.”*

Chad Ganske
President/CEO, Federal Compass



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Before partnering with Orion Solutions, Federal Compass' CEO was distracted by constant IT issues; With Orion's Managed Technology Services, the CEO can now focus on more important work while getting a more strategic view of IT operations as well as Cyber Security posture.

Key points in this case study:

- 🔗 Like many small businesses, Federal Compass' CEO originally handled IT support requests personally
- 🔗 As Federal Compass has rapidly grown in the past three years, managing IT internally has become impossible with myriad non-standardized technology processes as well as constantly evolving Cyber Security landscape
- 🔗 Federal Compass hired Orion Solutions to take IT off their CEO's plate while adding a more strategic viewpoint on their Technology infrastructure

Who Is Federal Compass?

Federal Compass provides a specialized software platform that helps federal contractors to develop their businesses. This SaaS solution enables contractors to develop an actionable strategy for growth and streamline the business development processes.

Federal Compass launched in late 2019 and in the intervening years has quickly acquired new clients at a steady pace. Over the course of the past three years they have had to rapidly scale up their staff and IT systems to keep up with the needs of their growing customer base.

In order to do so, Federal Compass could not keep handling IT support internally—that's why they hired Orion Solutions.

Federal Compass' CEO Was An IT Bottleneck

Before Federal Compass partnered with Orion Solutions, CEO Chad Ganske was often tasked with handling minor IT issues.

This arrangement made Chad into a bottleneck for the organization's IT issues; by hiring an outsourced IT services company, the intent was to remove IT from his workload.

"In those early days, I was the first line of defense for IT support," says Chad. "It wasn't practical for me to be the bottleneck. So we engaged with Orion Solutions and had them manage the whole onboarding process."

With Orion Solutions, Chad doesn't have to worry about IT anymore. He and the Federal Compass staff know that they can call Orion Solutions with any and all IT issues—big or small.

"Orion Solutions has been supporting our staff since then from an IT standpoint," says Chad. "It's really streamlined our onboarding and offboarding processes."

Federal Compass' CEO Can Focus On Being A CEO

Thanks to Orion Solutions' assistance, Chad can now focus on his work entirely.

He doesn't have to worry about an IT issue taking up his time and demanding his attention while he should be working on more important matters specific to his role in the organization.

"They handle things that I didn't have time for in the past," says Chad. "They're more proactive."

Hiring Orion Solutions provided Federal Compass with a more comprehensive, proactive, and capable form of IT support. They were able to eliminate ongoing IT issues and align their IT with their goals for the future of the business.

Orion Solutions doesn't just solve problems; we prevent many of them from occurring in the first place. This proactive style of IT support has greatly helped Federal Compass to overcome long standing IT issues.

Furthermore, our turnkey IT service means that Chad and the Federal Compass team don't have to be concerned with their IT at all anymore. Whether it's solving an IT problem, or seamlessly onboarding a new hire, Orion Solutions gets it done.

"It definitely freed up my time to focus on higher-value activities," says Chad. "In a small business, you're always wearing different hats, so it's difficult to gain focus. Orion has helped me get more focused on the things that really matter."

With Orion Solutions, Federal Compass Doesn't Have To Think About IT

"I'm very pleased with the service; Orion Solutions has taken a lot off my plate," says Chad.

Since partnering with Orion Solutions, Federal Compass has enjoyed seamless and effective support for their entire organization. With our help, Chad and the Federal Compass staff can more easily do their jobs.

"I don't even have to think about IT support," says Chad. "It allows me to focus on the other things that are more critical to the business."

