

# The Importance of a Technology Refresh



## Introduction

Finck & Perras is a local full-service, woman-owned, independent insurance agency providing auto, home, business, and marine insurance across Massachusetts and beyond including Connecticut, Rhode Island, Maine, New Hampshire, and Vermont. The agency was established in 1935 and has extensive insurance knowledge and long-standing relationships with dozens of carriers and dedicated clients.

## Challenge

For over a decade, the agency has received yearly recognition as the "Best Local Insurance Agency" by various news outlets. With a strong reputation to uphold, Finck & Perras understands the importance of having the right technology assets in place to support its client base. Because of this, the agency requested a technology refresh, updating workstation across the entire firm.

Legacy technology assets can be a detriment to a business because outdated technology:

- Impacts overall employee productivity and experience
- Lacks the modern security features to protect against new & evolving threats
- Decreased reliability leading to more business interruptions
- increased costs for technical support and equipment repair

## Our Approach

Sourcepass understood the challenges and pain points that Finck & Perras was faced with concerning its outdated systems. The firm wanted to enhance security, ensure compatibility with new software, improve performance and productivity, and avoid the risks of hardware failure.

The approach used to overcome these challenges was to perform a comprehensive assessment of the current IT infrastructure, identifying outdated equipment, and planning for replacements that align with the firm's strategic goals including compatibility, scalability, and future-proofing to ensure the new technology supports the business's growth and efficiency.

# Solution

Finck & Perras has been working with Sourcepass since 2004 for all IT-related matters so they knew Sourcepass would have recommendations for the best technology assets to help support the agency's business operations. Sourcepass efficiently procured, configured, and implemented Finck & Perras' new workstations, providing a seamless transition for employees.

The technology refresh provided the agency with:

- ✓ Improved performance and efficiency
- ✓ Enhanced security & reliability
- ✓ A competitive edge to position themselves for future success

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Sourcepass has always been quick to respond to us and has helped us tremendously over the years. When we decided to upgrade our technology, working with Sourcepass was a pleasure.

- *Melissa Kukucka, Training & IT Coordinator*

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## Conclusion

As a highly respected and trusted insurance agency, Finck & Perras understands the importance of technology and strives to remain competitive in the market. With the help of Sourcepass, Finck & Perras has optimized its infrastructure to support continued success.

Contact us to learn more on how regular technology audits and adopting a strategic approach towards managing your technology can result in higher productivity, decreased security risk, and accelerated growth for your business.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit [www.sourcepass.com](http://www.sourcepass.com).