Time Saved. Silos Removed. Every Tech and Client on Board:

CIO Solutions' Success Story with Domotz

For nearly four decades, CIO Solutions has been a pillar of managed IT services across California's Central Coast. With a footprint spanning Santa Barbara, San Luis Obispo, and Fresno, the company supports over 350 organizations with 11,000+ endpoints, private cloud infrastructure, and high-stakes compliance needs.













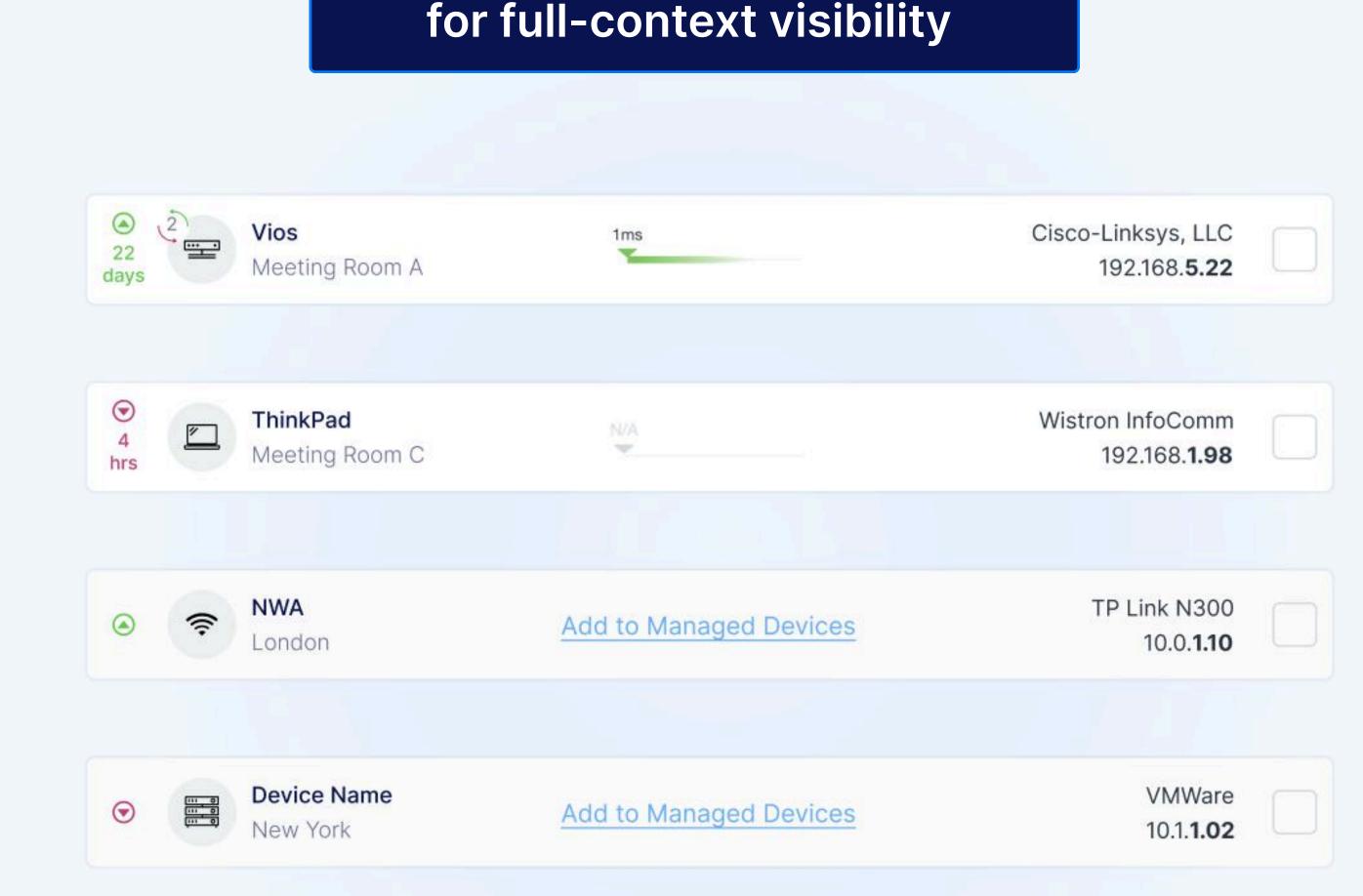
100% deployment across all customers

About CIO Solutions

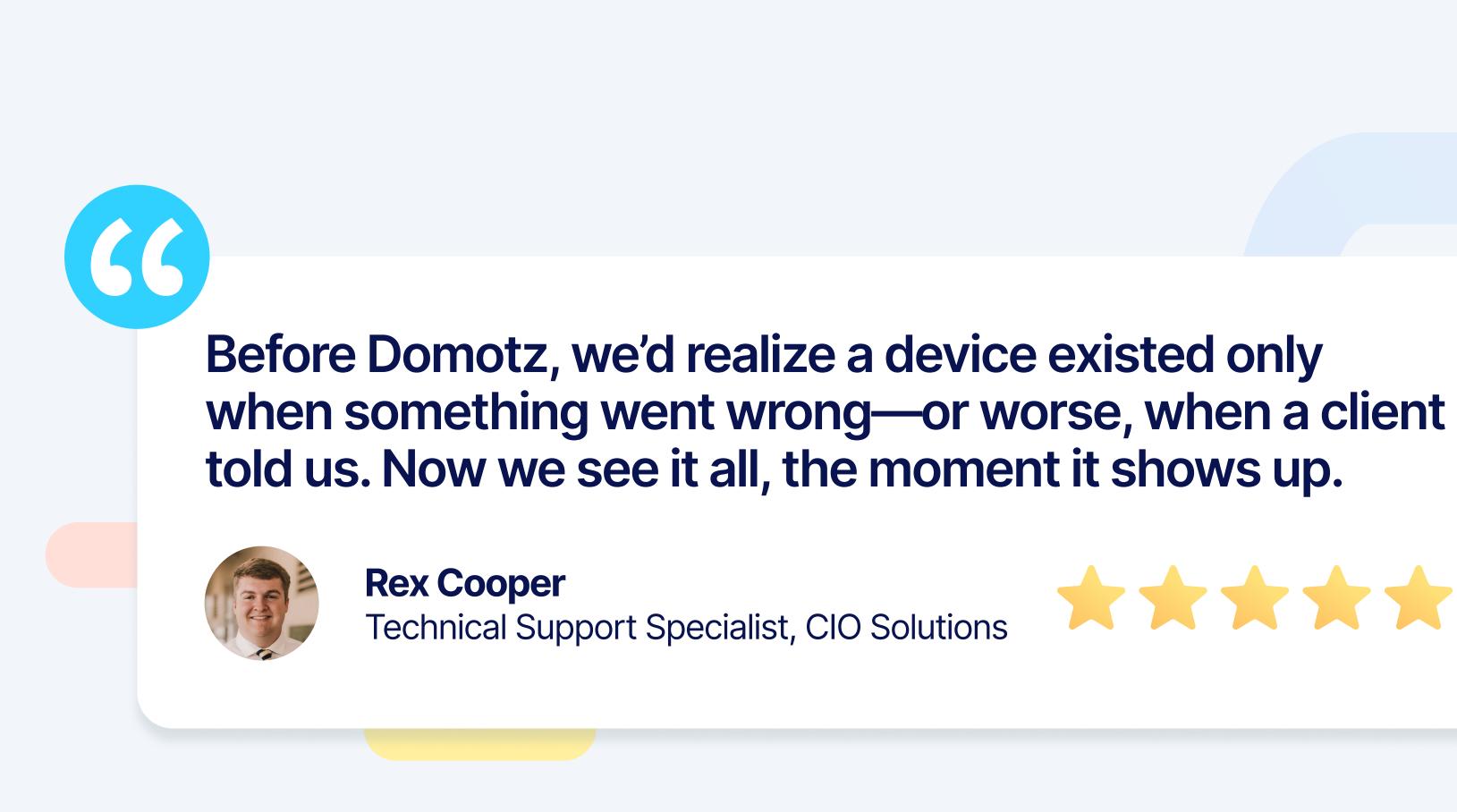
Under the leadership of CEO Eric Egolf, CIO Solutions has grown into a trusted partner for businesses that can't afford IT missteps. especially in industries like healthcare, banking, and manufacturing. Supporting that vision on the front lines is Rex Cooper, a rising Solutions Technician who led the deployment of modern tools across the company's multi-site client networks. Supporting nearly every vertical imaginable, the two and their team have their

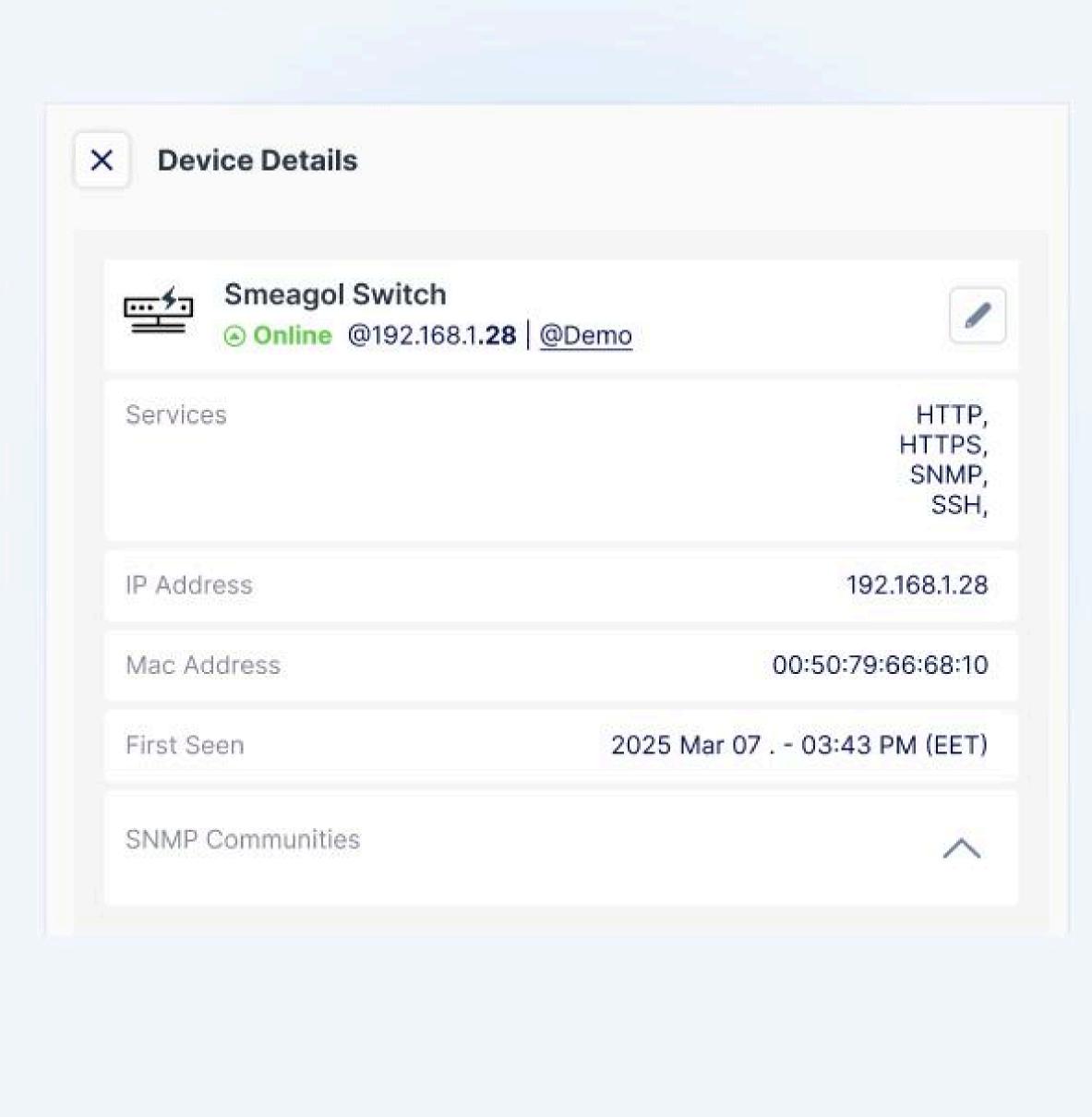
That's when they turned to Domotz.

work cut out for them.



Automatic discovery





Remote management for

faster, easier issue resolution

As their client base diversified and infrastructures grew increasingly decentralized, CIO Solutions faced mounting challenges driven by limited network visibility and rising operational complexity. Their existing monitoring solution, although powerful, was overly complex, costly per endpoint, and heavily reliant on manual configurations. This made scaling effectively and deploying across every customer site difficult. Eric Egolf described the previous tool as "deep but inherently flawed," resulting in critical endpoints going unnoticed and creating operational silos between teams. Rex Cooper highlighted technician frustrations due to cumbersome monitoring processes and unnecessary cross-team delays.

dependency on one highly specialized technician, creating potential operational risks and knowledge bottlenecks. With these visibility gaps widening and technician dependencies becoming increasingly problematic, Eric and Rex recognized the urgent need for a simpler, affordable, and intuitive solution that could rapidly scale across all departments and client environments

The complexity of their previous tool created a

To directly address CIO Solutions' growing visibility gaps, operational complexity, and technician dependencies, the team chose Domotz, a robust yet intuitive network monitoring platform designed to

The Solution

simplify operations and scale rapidly. CIO Solutions received comprehensive and proactive monitoring capabilities, significantly enhancing the team's ability to see and manage every endpoint. By automating network discovery and device integration, they drastically reduced manual setup efforts while also streamlining onboarding processes by approximately four hours per client.

Eric Egolf explained the value Domotz delivered, stating, "Previously, visibility was limited, reactive, and expensive. With Domotz, we've standardized our approach and made monitoring accessible to all teams,

enhancing productivity and client trust."

Domotz eliminated cross-team silos and removed dependency on specialized personnel by empowering all technicians, regardless of their experience level, to manage network devices efficiently without cumbersome

thorough and immediate monitoring, ensuring no endpoint is overlooked."

Additionally, Domotz's automated reporting features provided CIO Solutions clear, data-backed insights for client Quarterly Business Reviews (QBRs), highlighting the proactive approach and transparency that clients valued. Egolf summarized Domotz's strategic fit succinctly: "Domotz simplifies operations, enhances service

interdepartmental communication or specialized expertise. Rex Cooper noted, "Now, every customer receives

operations and customer relationships.

With Domotz in place, CIO Solutions was positioned to achieve transformative results in their day-to-day

Integrating Domotz quickly translated into tangible operational, functional, and relational improvements for CIO

The Result

Solutions. Operationally, CIO Solutions achieved full visibility across client networks at approximately one-third the cost of their previous solution. Automated endpoint discovery and onboarding, reduced manual setup by approximately four hours per client and enables rapid deployments across their entire customer base.

Functionally, technicians now proactively identify and address network issues, significantly reducing operational bottlenecks and accelerating response times. Rev Cooper

quality, and fits our growth strategy perfectly."

address network issues, significantly reducing operational bottlenecks and accelerating response times. Rex Cooper highlighted these critical productivity gains:

"Domotz auto-discovers new devices instantly, saving us

hours previously lost to manual configurations and unnecessary cross-team communication. Every team member can now proactively manage networks without frustration."

Relationally, CIO Solutions strengthened client trust through

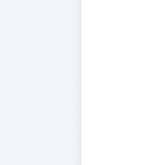
proactive monitoring and automated reporting, delivering

clear evidence of network uptime and performance during

Quarterly Business Reviews. Eric Egolf emphasized this benefit, noting:

"Domotz has removed silos and made our monitoring processes simple, transparent, and scalable. Instead of relying on just one or two experts, every team member can

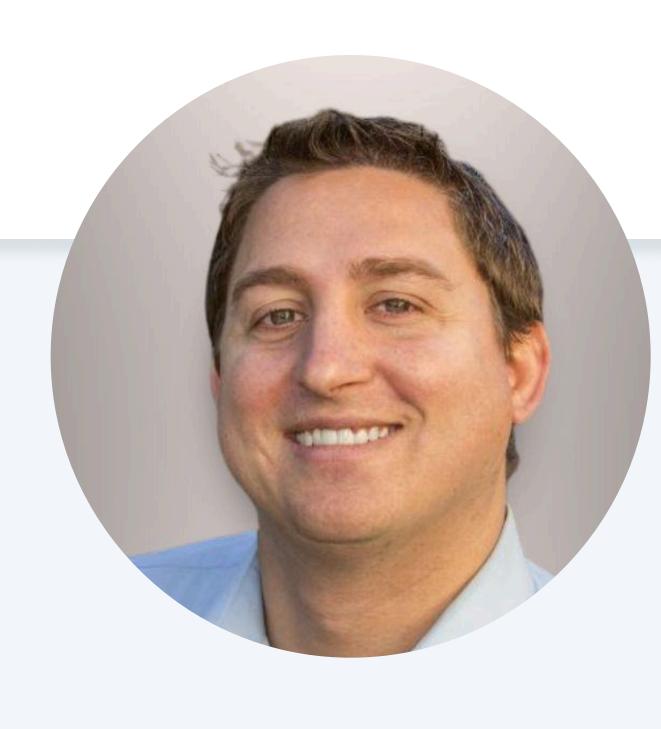
relying on just one or two experts, every team member can actively contribute. It's become foundational to our growth strategy and dramatically enhanced our clients' trust in our services."



but eventually became overly dependent on one individual who understood its deep monitoring capabilities. This created operational silos and dependency risks

Eric Egolf CEO, CIO Solutions

LogicMonitor was great initially



With Domotz in their stack, CIO Solutions confidently scales their managed