

SMART DOLPHINS EQUALS SMART TECHNOLOGY



Employees Ryan Kingsbury and Meghan McEachern pose in the new dolphin-themed office

Victoria company helps its customers achieve greater excellence through managed services.

When a business on Vancouver Island needs comprehensive IT service, there's a simple and practical solution: **Smart Dolphins IT Solutions Inc.**

Smart Dolphins is an IT support company located in Victoria that takes a holistic service approach

with its customers' computer networks.

"There are a lot of companies out there that you can call when you need a problem fixed," said company president **Dave Monahan**. "We consider ourselves a managed services provider (MSP). The idea is that we charge a fixed-month fee and take full ownership and responsibility for the customer's network. So it's in our best interests to reduce the number of problems, mitigate risk and make IT progressive in our customer's business. We invest heavily in this."

In other words, Smart Dolphins does it all, from strategy,

planning and budgeting to applying its best practices and installing new systems. The company does troubleshooting too, but it spends most of its time preventing issues before they even happen. Smart Dolphins is their customers' IT department, but importantly, a proactive one.

"We get much more involved than just firefighting and installing new stuff," Monahan said. For example, with its dedicated virtual chief information officer (VCIO), Smart Dolphins fulfills a role that normally is only available to IT departments in large organizations. The VCIO works with the leaders in the company,

helping them to plan, budget and strategize that area of their business on a regular basis.

"The VCIO is being progressive, rather than just reacting and selling a new computer when it breaks," Monahan said.

Smart Dolphins is the first point of contact for everything technical. This includes having the company's customers buy their equipment through Smart Dolphins. Smart Dolphins also acts as a third party liaison when other technology vendors are involved. If a customer uses specialized software, Smart Dolphins will work with those vendors directly in resolving problems

or planning out changes. Smart Dolphins builds a relationship with its customers and knows their needs well.

"Part of our process is discovering what they are doing, where they are at and where they are trying to get to," Monahan said. "This doesn't happen in just a meeting or two. We dig in and learn all about them on an ongoing basis."

A lot of this learning comes from their dedicated, proactive Network Administrators. The Net Admins have the luxury of ignoring the distraction of the

SEE SMART DOLPHINS | PAGE 8

250-475-3211
www.totemtowing.com

CONGRATULATIONS SMART DOLPHINS!
 Best wishes for continued success!

30 Trucks Serving VICTORIA and the WESTSHORE since 1973

Meeting Your Storage & Shredding Needs
"Keeping your business entirely your business"

For over 30 years, Access Records has been providing document management solutions for our clients, public and private. From simple space savings, complex records and data management to confidential destruction.

Contact us today and allow our team to work with you to provide effective economical and environmental solutions.

Island Owned & Operated www.accessrecords.ca
 T 250.652.5131 F 250.652.1034 E info@accessrecords.ca

SMART DOLPHINS

CONTINUED FROM PAGE 7

reactive support work the company does and this allows them to spend full days at the Customer locations being strictly proactive. This role is very structured and organized.

“We don’t just throw bodies at problems”, says Monahan. The Net Admins are responsible for implementing Smart Dolphins’ “Technology with Porpoise” – a cute tagline, but also a term they use to represent their ideal technical standard for their customers.

The Net Admins use this pre-defined set of “Best Practices” and effectively move customers’ computer networks toward this ideal state over time. “Our Best Practices are really our secret sauce”, says Monahan. “We know that if everything is configured just right we can minimize headaches for our customers and our support staff.”

Smart Dolphins philosophy is founded on an ongoing relationship. Monahan explains, “Technology is volatile. What was new and working well at one point, slowly degrades. We can’t just set something up once and forget about it. We don’t want to just wait for the phone call about a problem because by that time it is bigger than it needs to be and probably could have been avoided altogether with the right

approach.”

This philosophy results in having most of their service being proactive in nature and ultimately results in a dramatic and measureable reduction in problems and risk. Monahan explains, “We’ll see new customers start with us who have been previously neglected struggling initially with between 1 and 3 problems per computer per month – a metric we watch closely. After we do our thing for 3 to 12 months, we get most customers well below 0.5.”

Smart Dolphins has just celebrated 15 years – all of them showing continued growth with the last two years marking 13 per cent growth each year. Monahan grew up with an entrepreneurial father and knew early on that he wanted to build a sustainable business. He received a degree in economics from the **University of Victoria (UVic)** with the idea of becoming a chartered accountant. When he decided that was not his field, he went back to UVic for an intensive one-year technical program that took him into computer technology. For the co-op section of his program, he opened his own company in his home: Smart Dolphins.

At that point, he took on any IT work that came his way including web design and database development.

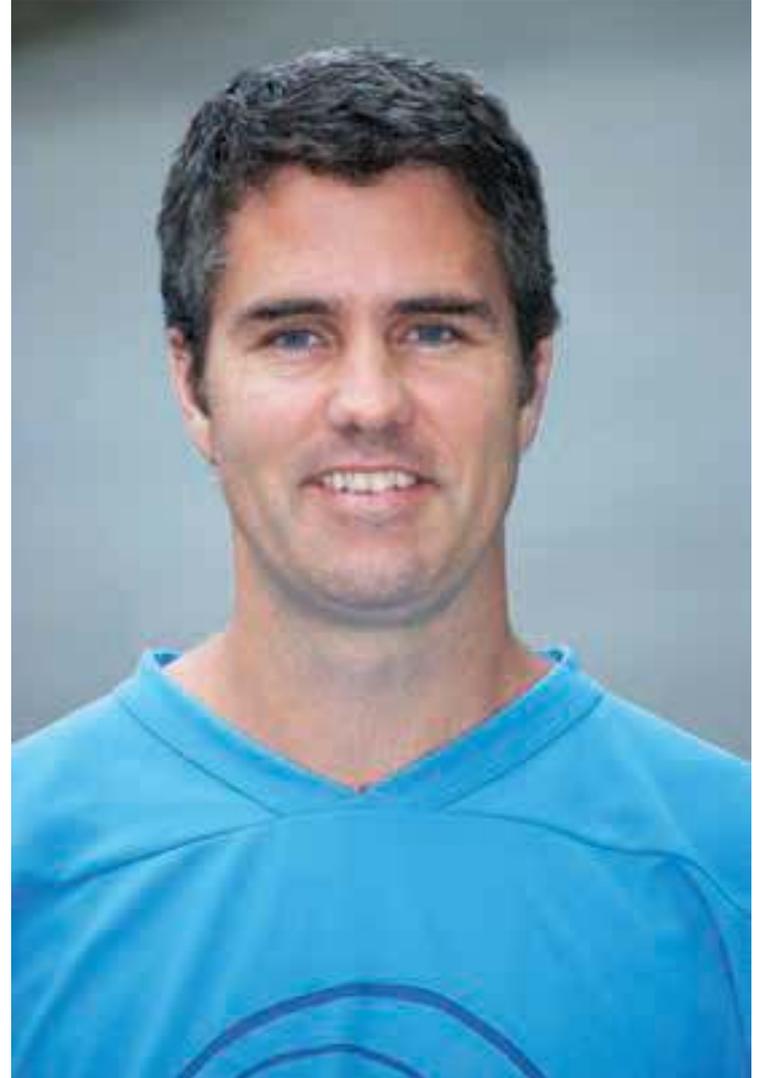
“Over time, I realized I had to do a few things really well instead of trying to do everything,” he said. “And so we evolved more into focusing on infrastructure and the networking side of things, which eventually led to our MSP practice.” Within two years, he had grown to the point where he needed to open an office. In 2004, he moved into a larger space. In late February of this year, the company moved again into even larger quarters where Smart Dolphins staff, now numbering 15 employees, can meet with customers, educate them, and handle their work with greater ease.

Monahan said that as possibly one the only true MSP companies on Vancouver Island, part of the challenge is to educate businesses on the true impact their

“Our core purpose is changing and improving lives through business excellence and leveraging the use of technology.”

DAVE MONAHAN

PRESIDENT, SMART DOLPHINS IT SOLUTIONS INC.



Dave Monahan started his company 15 years ago and has steered it into a thriving company

quite new,” Monahan said. “But truly, in comparison to most situations we go into with new customers, we are doing so much more than they have had in the past. And it is important stuff, as we can see by the results.”

He added that there is still far more he wants to accomplish in the coming years. In the next three years, he wants to see revenues double to further take advantages of the benefits of scale for the sake of better results for customers. He also sees more expansion in the future, in both geographical terms as well as the scope of services Smart Dolphins provides.

“There is a huge opportunity to continue to take our services deeper into our clients’

companies. Our core purpose is changing and improving lives through business excellence and leveraging the use of technology. We really want to help our customers and the greater business community do more with technology. So much is possible.”

Smart Dolphins IT Solutions Inc. is at 303 – 3995 Quadra Street in Victoria.

www.smartdolphins.com

IT has on their business and what approach is best. He noted that other businesses may claim to offer managed services: the term is sometimes stretched and important pieces can be missing. Smart Dolphins aims to be holistic, structured and process driven.

“This is still an approach that is

David Young
contracting
commercial • residential

ph: (250)-516-NAIL (6245)
davidyoung@telus.net

Congratulations on your 15th Anniversary Smart Dolphins!



A good system shortens the road to the goal.

Orison Swett Marden

Applied
OFFICE SOLUTIONS Ltd.

Our **Smart Systems** have been helping small businesses succeed for 20 years.

- Streamline your processes
- Create productivity and profits
- Work smarter not harder

appliedofficesolutions.ca 250-479-8803

Megson
FitzPatrick
INSURANCE SERVICES

“Smart Dolphins is a key partner to Megson FitzPatrick. Their expertise means our team can stay focused on our customers. Congratulations on 15 years in business.”

-Jay Tuson, CEO.

MEGSONFITZPATRICK.COM



Smart cars with dorsal fins form the Smart Dolphins fleet



The Smart Dolphins team enjoys their work environment



**BEACON
LAW CENTRE**

"We are also 15 years old this year and are delighted to celebrate this milestone with you. Congratulations!"

Victoria (Royal Oak) • Sidney • Brentwood Bay

250.656.3280
www.beaconlaw.ca



Steelcase® height adjustable desks encourage frequent posture changes to provide healthier and more productive work environments.

6670A Butler Cresc Saanichton BC V8M2G8 P.250.544.3500
104-335 Wesley St Nanaimo BC V9R2T5 P.250.741.8996
info@graphicoffice.com www.graphicoffice.com

GRAPHIC
OFFICE INTERIORS



THE LEGACY GROUP
Estate, Retirement, and Life Insurance Planning Consultants

Professional Planning for Professionals

Congratulations Smart Dolphins!
Best wishes for continued success.

4th Floor, 888 Fort Street, Victoria, BC V8W 1H8
250-475-3443 www.legacygroup.ca