



## CASE STUDY

# Keeping Salesforce Tower Connected with Managed IT and Leasing

### OVERVIEW

Salesforce Tower, the tallest building in Indianapolis, requires a robust and reliable IT infrastructure to support its tenants and daily operations. The Salesforce Tower property management team relies on Toucan Technology Group for a wide range of IT services, including managed IT support, network leasing, Wi-Fi, and fiber connectivity.

### THE CHALLENGE

For a building of Salesforce Tower's size, downtime is not an option. When the management company took over operations for Salesforce Tower, Toucan Technology Group was an established IT partner. They needed IT solutions for their building operations systems that support everything from access control to HVAC systems, parking systems, and tenant communications. "Vendor transitions can be complex," shared Russell Chain, assistant business manager for Salesforce Tower. "We felt confident that Toucan would make a good partner, and the transition was smooth with the systems in place already working well."

### THE SOLUTION:

#### A Relationship Rooted in Shared Mission

Toucan Technology Group provides Salesforce Tower with:

#### Network Infrastructure Leasing

It was important to the management company to spread out capital expenses while ensuring they continuously retain cutting-edge technology.

#### Managed IT Services

The Salesforce Tower team has a managed IT support contract that ensures they stay at the cutting edge of IT security, and rapid help is just a phone call away.

#### Connectivity & Systems Support

Toucan provides Wi-Fi, fiber, and network services to support the building's access control, HVAC software, security, and parking systems.

"What we really appreciate about Toucan is how reliable their services are," Chain shared. "They are easy to work with and have great follow-up. Whenever I call, they always answer and quickly solve my concern."

**“We like the financial flexibility Toucan’s flexible leasing program provides. It enables us to get the benefits of reducing the initial cash outlay and amortizing the equipment investment, while ensuring we have up-to-date equipment for excellent connectivity, as well as continuous maintenance and support.”**

- RUSSELL CHAIN, ASSISTANT BUSINESS MANAGER FOR SALESFORCE TOWER

## THE BENEFITS OF LEASING

Like many organizations, the property management team considered leasing as an option to reduce upfront capital expenses while maintaining access to high-quality technology. “We like the financial flexibility Toucan’s flexible leasing program provides. It enables us to get the benefits of reducing the initial cash outlay and amortizing the equipment investment, while ensuring we have up-to-date equipment for excellent connectivity, as well as continuous maintenance and support,” Chain said.



## THE RESULTS

The management team has attained excellent operational efficiency and tenant support thanks to Toucan’s responsive service.

“*The best value is just knowing that when there are building emergencies—security access control, network, or parking systems down—we know Toucan will answer the phone. They’ll either be here that same day or have a solution first thing in the morning.*”

Additionally, Toucan’s willingness to collaborate with other vendors sets them apart: “When we’ve had access control and network issues, Toucan never sits around pointing fingers. They just jumped in and worked directly with our access control vendor to solve the problem and get us running again as quickly as possible, regardless of which vendor’s equipment caused the issue. Not all companies do that, and this level of service and dedication is important to us.”

For Salesforce Tower Indianapolis, Toucan Technology Group delivers peace of mind, fast response times, and a consultative IT partnership that keeps critical building operations running smoothly.

**Contact us** for a free on-site IT assessment in the Greater Indianapolis area to see how we can help your organization!

