

CASE STUDY

# Improving RentPath's Production Support with Managed Services

## THE BASICS

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**Client:** RentPath

**Industry/Sector:** Media/Internet

**Location:** Atlanta, GA

**No. of employees:** 770

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## Introduction

RentPath is a leading digital marketing solutions company in the housing sector. Its goal is to help renters find available housing options and to give landlords/owners a platform to advertise their properties.

RentPath operates via the following brands:

- Apartment Guide
- Rent.com
- Rentals.com
- Lovely

RentPath is a nationwide organization with numerous divisions. We interact with their Data and Analytics team.

## The Challenge

RentPath came to us because they were dissatisfied with the service they were receiving from their current production support IT vendor. They presented us with two challenges:

1. Provide timely and effective IT support, including communication and escalation response times.
2. Create a trustworthy production support process that can handle a growing volume of service requests, generate a large volume of reports, and scale to include new markets on time and on budget.

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GLOBAL TECH

**RentPath**

## What We Did

Having listened closely to their needs and concerns, we knew RentPath would benefit from our Managed Services offering. Our Managed Services Team is experienced with production support and they're familiar with creating scalable and sustainable processes.

After meeting with RentPath, we discerned methodology and communication were key.



## Our Approach

1. Identify, monitor, improve and/or troubleshoot all issues connected with RentPath's production support related to:

- Legacy data warehouse
- SSIS packages, Azure Data Factory, DataBricks Workflow and Jobs
- SSRS reports
- Stored procedures
- Power BI report services refreshes/fixes

2. Ensure that all daily data-related jobs, pipelines, refreshes and executions are completed on schedules set by RentPath.

3. Ensure that all Power BI and SSRS reporting and analytics are refreshing and available on schedules set by RentPath.

4. Respond to service requests submitted to the Data and Analytics Team queue from internal business partners (for example: CCPA data updates, requests for data analyses, and process and/or data updates).

5. Automate Jobs and Trigger run reporting using PowerShell to help analyze the status of and generate customized reports for better server/services utilization, scheduling and cleanups.

6. Comply with Information Technology Infrastructure Library (ITLL) best practices.

7. Review all reported issues (example: Salesforce Cases, emails, and messages) and resolve or escalate if needed.

8. Monitor notifications, resolve delays and/or failures per the SLAs, and provide reporting outlining issues and resolutions.

9. Identify and document all recommendations for process improvement.



## The Results

Since implementing their managed services package, RentPath is meeting their objectives and experiencing no issues with their production support. They're focusing on growing their business and proceeding with projects, confident that their IT system is working smoothly and effectively.

## Why They Hired Us



Deep knowledge of applications like Power BI, Azure, Github, Databricks, and more.



Creative IT solutions tailored specifically to RentPath's situation, timeline, and budget.



Customer service; we listened, we collaborated, and we created a solution that met RentPath's needs.



Trust and proven expertise; we worked with RentPath on another project. They're familiar with our capabilities and expertise.



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