



Innovative IT Solutions Tailored for Midmarket Growth

Midmarket organizations often face challenges such as access to specialized IT resources, constrained budgets, and inefficient technology, which hinder their ability to leverage IT as a strategic advantage. At Silver Tree, we address these gaps by delivering comprehensive solutions and services that are customized with flexibility and agility.

Our offerings range from staffing and building teams to IT infrastructure, security, application modernization, and AI and data modernization to meet the unique needs of midmarket companies.

Leveraging our **Silver Catalyst™ methodology**, we work with your team to build a practical digital roadmap to modernize, reinvest, and reduce risk—**maximizing your investments** to be as efficient and effective as possible. Our **program and project management expertise** ensures every initiative is executed with precision, on time, and within budget, while **our organizational change management capabilities** help drive adoption, aligning your people and processes.

Silver Tree offers flexible engagement models, including assessments, project-based consulting, and managed services to extend and empower your IT team, enabling you to transform your IT department from a cost center to a key business driver.

Silver Tree Hallmarks

- Global ecosystem of associates and partners, including industry leaders ServiceNow, ScienceLogic, and more
- Proprietary and first-of-its-kind Enterprise Services Management platform, Vigilance™
- Consultative approach paired with an extensive service portfolio
- 50% of annual net profits fund NextGen Thriving, which empowers and creates future opportunities for underserved youth

Services and Solutions



Staffing and Team Building Solutions
Maximize IT impact, minimize overhead



Managed Infrastructure
Optimize your security, IT, and business services



Managed Security
End-to-end security monitoring, detection, and response



Application Modernization
Transform legacy applications to meet business needs



Data Modernization
Gain visibility and actionable insights from your data

Successful Outcomes for Midmarket Companies

Three-Year Roadmap for Data Transformation

Supporting Growth

Challenge

Siloed and fragmented data, limited data governance, and a lack of trust in data accuracy and completeness prevented a global non-profit from leveraging data to drive business decisions, improve campaign effectiveness, and personalize donor outreach.

Solution

- Partnered with client to architect an enterprise data strategy and implementation program, including the strategy, staffing, and serving as a fractional CDO
- Implemented an AWS managed service data platform

Outcomes

- Introduced industry best practices on organizational structure, architecture, governance, quality, and more to significantly improve data quality and accessibility and built a foundation to leverage its data for growth
- Flexible staffing structures allowed the client to leverage deep and fractional skills to supplement their variable business needs

Improved App Performance Reduces Cost and Risk

Challenge

A midmarket wireless communications provider needed to modernize its customer application by adding customized workflows that further streamlined its procurement process with personalized materials management, configurable tasks, confirmation on receipt of goods, and deficiency reports. Compounding the challenge were 450 known code bugs from the organization's prior MSP.

Solution

- Resolved over 450 code bugs from previous MSP, ensuring a seamless transition and restoring stability to the project
- Validated client business understanding and reverse engineered legacy OASIS
- Implemented AWS Cloud Infrastructure and microservices architecture
- Took a serverless approach
- Implemented full-text search using Elasticsearch and leveraged other cutting-edge technologies

Outcomes

- Reduced cost and operational risk by removing redundant cloud native architecture, which improved application performance and reduced cost
- Streamlined user experience and improved customer satisfaction

Digital Workplace Assessment and Services

Challenge

The client had a stove piped organization structure, high costs, and variable needs and equipment across two constituencies. It needed to get its arms around its device inventory, software images, and configuration currency, all while supporting engagement across the entire company.

Solution

- Provided core enterprise monitoring and management services for improved visibility and standards
- Conducted a Pareto analysis of recurring incident types and causes to drive down incident velocity
- Centralized ITSM platform to aggregate ITSM lifecycle events and information
- Improved the user experience through robust cross-functional services and centralized accountability for image support services

Outcomes

- Achieved 35% cost savings through the identification and remediation of systemic challenges and reduced incidents
- Transactional CSAT across end users has been above 95% for more than three years
- The client recently passed a comprehensive security audit