

Case Study: Managed IT Services

When Colocation Works, You Barely Notice It. That's the Point.

The Client

STF Consulting is a New Jersey-based managed IT services provider focused on helping clients maintain stable, secure, well-supported IT environments. Its services include managed IT, cybersecurity, network monitoring, backup and recovery, disaster recovery planning, co-managed IT, cloud, and data center services. STF emphasizes long-term client relationships, selective client fit, and a steady, service-first approach grounded in stability, collaboration, and resilience.



Challenge

STF needed geographic separation to protect against regional disruptions, but without sacrificing the ability to physically access systems when timing was critical. Any weakness in power, cooling, or connectivity would directly translate into downtime risk for STF's clients, making infrastructure reliability non-negotiable.

When issues arise, delays in response can escalate quickly. STF needed a partner that could provide immediate, human support to prevent small issues from becoming client-impacting events.

For STF, colocation isn't about visibility. It's about eliminating risk. If infrastructure becomes noticeable, it usually means something has already gone wrong.

Solution

STF selected DartPoints' Spartanburg, SC data center in 2014 and has continued the relationship for more than a decade.

DartPoints gave STF the regional separation it wanted for disaster recovery while providing a dependable colocation environment that supports day-to-day operations. The facility delivered the core infrastructure reliability STF needed, along with a support experience that matched its own high-touch service standards.

That accessibility became a key part of the value. When STF needs help, the team knows it can quickly reach a person who can step in, whether that means support by phone or email, remote hands, or on-site assistance with equipment. STF describes the DartPoints team as responsive, helpful, and easy to work with.

Results

For STF, the impact is practical and immediate. DartPoints provides a stable, worry-free environment that helps protect the team's time and resources and allows them to stay focused on serving customers.

That matters because STF's reputation depends on service quality and trust. Their clients expect dependable support, and STF needs confidence in the infrastructure behind that promise. DartPoints helps reduce operational stress by delivering a reliable colocation environment and responsive support when it counts.

The relationship has also lasted because of alignment. STF has built its business around service, responsiveness, and long-term customer relationships. In DartPoints, they found a colocation partner that supports that same standard.

KEY OUTCOMES

- 10+ years with DartPoints as a colocation partner
- 1.5-minute average response time for Priority 1 and Priority 2 service tickets
- Up to 99.999% uptime achieved in partnership with DartPoints

IN THEIR WORDS



DartPoints is providing me that stability that allows me to focus on our core mission and ultimately, as a business owner, it allows me to sleep at night.

Sean Furman

President and CEO, STF Consulting LLC