



/ LegendsSMB

Discovering Consistency for Sustained Success



In today's ever changing technological climate, strong leaders recognize the importance of building relationships throughout the IT ecosystem and connecting skill sets to navigate new opportunities and challenges.

Kilpatrick IT Solutions is a Managed Service Provider (MSP) that was born in chaos, with its inception during the 2007 economic crisis. Kevin Kilpatrick, current President of Kilpatrick IT Solutions, founded this Merrimack, New Hampshire-based company. Starting as a one-man show and gradually expanding to a small team, they began selling cloud solutions early on, always striving to stay ahead of the curve.

As the team grew and the industry evolved, they recognized the need to stay up to date on the latest trends and solutions to meet their client's growing needs while providing fast turnaround times.



"I would recommend this [TD SYNnex Lenovo LegendsSMB] team. It's a great liaison between us and the Lenovo Corp., they know who to talk to in Lenovo when we need help."

Kevin Kilpatrick
President, Kilpatrick IT Solutions

TD SYNnex and Lenovo LegendsSMB Partnership

As a team that is now almost exclusively using Lenovo hardware, Kilpatrick IT Solutions appreciates the functionality of Lenovo products and how they have a solution for every individual need, which, like their cloud expertise, is especially helpful for the current population that works from home.

Over two years ago, Tiffany Cameron, Business Development Representative within the TD SYNnex Lenovo LegendsSMB team, contacted Kevin Kilpatrick, and asked if his team would be interested in joining the LegendsSMB program. She knew their company had seen the value of Lenovo products and thought their sales could benefit from the extra promotions, incentives, pricing, support and networking opportunities provided through the TD SYNnex program.



Kevin decided to give it a chance and his decision has proved fruitful. In particular, Kevin feels that the TD SYNnex Lenovo LegendsSMB team provides him with that extra level of support and personal relationship to where when they have questions or something goes awry, he can get immediate help and feedback, with a team that is personally invested in his success.

As a small business, Kevin has discovered he had more pull and opportunities working with this program rather than having a small amount of business with different groups. The consistency of support has been vital to their ability to deliver timely and high-quality solutions to their clients.

What's more, the LegendsSMB team keeps his team in the loop about Lenovo product updates and releases through exclusive resources and training, taking one item off their checklist. Plus, using the greater arsenal of TD SYNnex services, Kilpatrick IT Solutions receives recommendations on how to take their business to the next level with industry events, marketing resources and more.

Becoming Legendary

Over the past 16 years, Kilpatrick IT Solutions has proven that they can thrive in any situation with the right leadership, focus and support team.

As they have grown and evolved, they have faced unique obstacles and opportunities and found themselves seeking support to help them navigate these situations. Today, they are a fifteen-employee operation, under Kevin's strong leadership. Initially using their background in the construction vertical, they also provide business telephone services and professional services to doctors and attorneys within their larger managed services portfolio.

For Kevin, whose business success has grown greatly through the LegendsSMB program, being legendary is all about the relationship and reputation one has with their customers.

There is so much going on behind the scenes customers often aren't aware of, but the level of support they receive that prevents major problems like protecting them from cyberthreats and the cost of downtime are the little things that make an extraordinary difference.

To be able to provide that level of support to customers, they must receive it themselves — like they do from the TD SYNnex Lenovo LegendsSMB program.



Now, It's Your Turn

Do you resonate with the business story of Kilpatrick IT Solutions? If so, we'd love to speak with you further and help you get started on the same legendary journey. Reach out today at **LenovoSMB@tdsynnex.com**.