SSi

We make IT simple.

Strategic Solutions Inc. (SSI) was founded in 1990 providing Application Programming and Consulting services. Their service offering grew to include outsourced managed I.T. Services for organizations of all sizes and their focus has been to "make I.T. SIMPLE". They have 75+ IT professionals on staff between their Oak Brook, IL and Columbus, OH offices supporting over 300 customers who can't afford downtime with their technology.

SSI started their business in Villa Park but their shipping needs required them to move to a new facility in Burr Ridge in 2005. As a technology services company, they have found a lot of talented engineers and software developers from west-suburban schools and have been fortunate to find people with great aptitude for technology along with a strong customer focus.

Most of their higher-level technical staff started on their Helpdesk then worked their way up through hard work and taking advantage of a generous tuition reimbursement program which supports them as they continue/finish their degree or earn additional certifications and training for their careers.

As SSI outgrew the software for managing their business, they developed their own software that continues to power the business - STATS, The Strategic Ticketing and Asset Tracking System, currently manages over 70,000 IT assets and enables their team to handle around 1,000 Helpdesk tickets every DAY!. They have added Artificial Intelligence to STATS to provide more processing power to their help desk engine – helping to identify the resolution of helpdesk calls early in the troubleshooting process. This in turn has led to more consistency in supporting our customers and allows them to manage more information about incidents and resolutions proactively.

In 2012, SSI launched a Cyber Security offering to address fundamental Cyber Security needs of all businesses on a managed services model. Their expertise achieving PCI compliance for a fortune 500 client and over 100 Cyber Security assessments has highlighted the gap that exists between how secure a company IS and how secure they think they are. As evidenced by the amount of breaches in the headlines every day, even organizations investing millions in security are still being hacked. SSI's Managed Security Services business provides Enterprise Class Cybersecurity services for the budget of a small and mid-market organization – allowing business owners to afford the protection their business deserves.

In 2017 SSI's business growth required them to move to a larger space on 22nd Street in Oak Brook and allowed them to combine their Managed Services and Cyber Security Services Teams under one roof. One of their most notable achievements this past year was winning "IT Partner of the Year" from Bridgestone Americas based on their performance in Managed IT Services, Service Desk Support, and Application Management services (application programming, testing, and release management). SSI beat out many of the biggest Technology Companies in the industry proving that companies value continuous improvements, great service, light-switch dependability, and keeping I.T. SIMPLE.

They look forward to building upon thei r success with automotive, retail and healthcare companies by providing Best-In-Class Help Desk Support, Managed I.T. Services, Cyber Security, and always keeping I.T. SIMPLE.