

Application: 4872

Evolv I.T.'s IT Operations Team

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**Page: General Information**

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

**Name of Organization/Company**

Evolv I.T.

**Additional Contacts**

I do not wish to list additional contacts

**Page: Entry Information**

**Entry Title**

Evolv I.T.'s IT Operations Team

**Category**

Q08g. Technology Team of the Year - Information Technology - IT Operations

**Technology Team Submission Format**

Written Answers

**a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required**

Evolv I.T., headquartered in Birmingham, AL, is the top-rated (99.8% CSR) and fastest-growing Managed Service Provider (MSP) in the Southeast. Over the past few years, despite global economic constraints, Evolv I.T. has experienced consistent and tremendous growth by delivering proactive and innovative technology solutions that truly help businesses thrive.

Our growth, near-perfect customer rating and retention, and the ever-increasing desire for our services reflect our dedication to delivering a holistic and unique approach to Managed Services.

At Evolv I.T., we do more than merely support our clients' technology needs. We take a revolutionary approach that results in future-proofing client's businesses, increasing their profitability, productivity, and efficiency by 20-40% in the first 90 days, and proactively solving issues before they're aware of them.

In 2023, recognizing the increasing demand for our services, we expanded our footprint by opening a satellite office in Tampa, FL, a leading technology hub.

Most importantly, our dedication to excellence and passion for helping businesses is embodied by our top talent and evident in the world-class services and solutions delivered by our IT Operations team.

**b. Outline the technology team's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required**

Our IT Operations team is dedicated to continually improving its already best-in-class services, setting new records every quarter.

The impact of these record-breaking performance benchmarks, such as an unprecedented issue response time of 8 seconds, average ticket resolution time of 10 minutes, 93% same-day resolution rate, and 100% data backup success rate, 100% network uptime, was directly felt by every client in their daily operations as 96% of our highly-satisfied client's report to be in growth.

The undeniable impact on business operations resulted in Evolv I.T. ending 2023 with its highest client satisfaction rating in eight years: 99.8%.

This exceptional rating directly reflects the significant impact we have on our clients' business operations. However, our team doesn't stop at issue resolution; their focus extends to preventing problems before they arise.

This unique approach led to our IT Operations discreetly resolving an average of 200 proactive tickets per client each month. Our clients maintained peak productivity, often unaware of any underlying issues.

But the results were anything but discreet. 100% of our clients reported increased daily business efficiency, and 96% are experiencing rapid growth since partnering with Evolv I.T.

However, their passion for service goes beyond the workplace and led to the creation of the Evolv Impact Team in 2024. This team organizes company-wide opportunities for community service.

Our IT Operations is more than a team; they're the heartbeat of our company and the reason behind our and our client's continued success.

They make our business, our client's business, and our community better.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required**

The achievements highlighted are uniquely significant within the MSP industry, as we consistently break and set new service and solution records.

Unlike many competitors who rely on AI, chatbots, internationally outsourced support desks, and time-consuming issue-resolution processes, our clients exclusively interact with our expert team members who pledge to always speak in plain language, treat clients with the utmost respect, and be available 24/7 to ensure their business operations are seamless.

Our team's record-breaking performance benchmarks — including resolving 200 proactive issues per month per client, an 8-second response time, 10-minute ticket resolutions, 93% same-day resolution rate, and a flawless 100% data backup success rate and network uptime — set new standards for efficiency and reliability. These metrics not only surpass industry norms but also reflect our proactive approach to IT management.

The Evolv I.T. Operations team has established industry-leading service standards. While setting a new benchmark that competitors strive to meet, our focus remains on continually surpassing these exceptional standards for the benefit of our clients. Our highest-ever client satisfaction rating of 99.8% in 2023 exemplifies the direct impact of our superior service on client success and operational continuity.

The establishment of the Evolv Impact Team highlights our team's broader commitment to community engagement, reflecting their dedication to making a positive impact both within and beyond our client relationships. These achievements collectively reinforce Evolv I.T.'s leadership in the MSP sector, driven by a team that embodies excellence, reliability, and a proactive approach to IT solutions.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

The materials below substantiate our achievements in setting industry standards, demonstrating our commitment to personalized service and operational excellence.

On the homepage of our website, you'll view our record-breaking service standards and client reviews highlighting the value of our partnership. You can view our clients' testimonials on our Youtube Channel, which showcase our impact within their business operations.

Our 2023 Customer Satisfaction Rating was highlighted in this press release, Premier IT MSP Evolv I.T. Fuels Competitive Edge of Its Clients, Leading to 99.8% Approval Rating in 2023, published by Markets Business Insider.

The increasing demand for our services resulted in our expansion to Tampa, FL in 2023, and was highlighted in this Yahoo Finance press release, Evolv I.T. Revolutionizes Technology Solutions in the U.S.; Expands Competitive Advantage to Tampa, FL.

**Webpage Link**

<https://evolv.us/> (<https://evolv.us/>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://youtu.be/xPLpLiZ8Rtc?si=dzAKMo-Joy1bF9C9> (<https://youtu.be/xPLpLiZ8Rtc?si=dzAKMo-Joy1bF9C9>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 3**

<https://markets.businessinsider.com/news/stocks/premier-it-msp-evolv-i-t-fuels-competitive-edge-of-its-clients-leading-to-99-8-approval-rating-in-2023-1033012038> (<https://markets.businessinsider.com/news/stocks/premier-it-msp-evolv-i-t-fuels-competitive-edge-of-its-clients-leading-to-99-8-approval-rating-in-2023-1033012038>)

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 4**

<https://finance.yahoo.com/news/evolv-t-revolutionizes-technology-solutions-221600974.html>  
(<https://finance.yahoo.com/news/evolv-t-revolutionizes-technology-solutions-221600974.html>)

**Would you like to add an additional webpage link?**

No

**Supporting Document**

No File Uploaded

**Would you like to add an additional supporting document?**

No

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I Agree