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**Geri Hauck, Controller, Driftwood Shores**

When Geri Hauck, the controller at Driftwood Shores, talks about her 25-year journey with the company, you can hear the pride in her voice. Driftwood Shores, a unique condominium on the picturesque Oregon coast, has been a staple in the hospitality industry since the late 60s. With 136 condos, most of which are part of a rental program, Driftwood Shores operates much like a hotel, offering nightly rentals and a range of amenities, including a market and a dine-in deli.

Managing a property with 136 condos and dealing with 88 individual condo owners is no small feat. Add to that the complexities of running an onsite market and a restaurant, and you have a recipe for potential IT headaches. Driftwood Shores had partnered with another IT service provider, but the experience was far from ideal. Geri recalls the frustration of dealing with inconsistent support and a lack of familiarity with their unique setup. "We were often left in the dark, having to chase down ticket updates and explanations," she says. "It was clear we needed a change."

Enter Kelley Create. Geri Hauck recalls the transition to Kelley Create with a sense of relief. "Jason, our main contact at Kelley Create, has been a lifesaver," she says. Kelley Create's team, including their IT technician Nathan, provided the support Driftwood Shores needed, from monitoring their network to handling any computer issues that arose.

An IT-managed service provider (MSP) like Kelley Create offers a range of services to help businesses manage their IT infrastructure and operations. This includes proactive monitoring of networks and systems, ensuring cybersecurity, providing technical support, and managing software and hardware. MSPs help businesses stay ahead of potential issues, reduce downtime, and ensure that their IT systems are running smoothly and securely. For Driftwood Shores, Kelley Create handles it all.

The journey with Kelley Create has been a breath of fresh air for Driftwood Shores. "The quality of customer service and IT support is superior," Geri notes. Kelley Create's proactive approach to monitoring and addressing issues has allowed Driftwood Shores to focus on providing a top-notch experience for their guests. "If our network goes down, we're dead in the water," Geri explains.

"It's like having a superhero team on speed dial. Whenever there's an IT issue, we call Kelley Create, and they save the day. Jason might not wear a cape but acts like he does!" Geri jokes.

Partnering with Kelley Create has allowed Driftwood Shores to navigate the complexities of their IT needs with ease. As Geri Hauck puts it, "We couldn't be happier with Kelley Create. They've got our back, and that peace of mind is priceless."