

CLIENT SUCCESS STORY

---

# How ATC Development Established a Technology Strategy That Puts Residents First



# Introduction

Technology is tough without staff resources. That's why ATC Development engaged a trusted partner.



## Client

Industry-leading housing provider



## Challenge

Incumbent MSP wasn't acting like a true partner



## Solution

Corsica Secure Service Bundle



## Results

Cohesive, 3-year strategy in place; expert services team executing day-to-day

## ATC Development: Providing Homes for Families

*Note: Carl Young is no longer employed with ATC Development.*

[ATC Development](#) is a leading provider of apartment rentals and townhomes in the Augusta, GA area. The company excels at professional management, affordable prices, and dependable service. Ultimately, their mission is simple: They're here to provide homes for families and to help maintain vibrant communities for the future.

In today's tech-driven environment, that's getting more complicated every day. It's why Carl Young, the company's CIO, asked himself a provocative question:

"How do we enable technology not only for our own operations, but to make the lives of our residents even better?"

# The Challenge

Carl Young has nearly 30 years' experience in cybersecurity, data, and information systems. With two master's degrees, significant Army leadership experience, and certifications in cybersecurity and business continuity, he brings a deep problem-solving perspective to his role at ATC Development. As Carl formulated a technology vision for ATC, he came to an uncomfortable conclusion. While the company had an MSP (managed IT services provider) and plenty of technology at their disposal, ATC wasn't very resilient. One small problem could cause a big issue in no time.

These small problems took many forms. Ultimately, they added up to death by a thousand cuts.

- Fighting computers and printers.
- Never got a rapid response from their MSP's helpdesk.
- So-so cybersecurity.
- Employees weren't getting trained in cybersecurity.
- Limited control over ATC's own network.
- Documentation was scattered and incomplete, compromising resilience.

Carl believed it shouldn't be this hard to win with technology. Though ATC Development had an MSP, that provider didn't act as a true partner. They didn't take a proactive approach to technology strategy, which left Carl trying to build the plane while flying it.

Unfortunately, these types of issues are fairly common. For some companies, the answer is simple—just hire some IT staff. But ATC Development had committed to a lean approach to staffing. This way, they could return those savings to residents in the form of affordable rent.

Clearly, hiring staff was a non-starter.

Carl put it this way: "I was assessing our environment, and some of our vendor ecosystem wasn't well aligned. I started looking for alternatives because I wanted a partner. I don't want somebody to just call and manage our helpdesk tickets. I don't want somebody who just manages firewalls. I want a design engineering, service delivery partner. And we're a half-billion-dollar company. We're big. We're strong. We're complex."

# The Hunt for a Solution

Carl had high expectations for his ideal technology partner. He knew what he needed, and he wasn't going to settle.

"As the CIO of ATC Development, I needed someone that could help me do the plans and engineering," he said. "Someone who could help me shape my strategic vision for our company, then execute it."

"I wanted a partner that could deliver that level of teamwork with me—because I don't have IT staff. I was talking to several vendors, and some were a little small to provide that level of support. Some were so big, they weren't interested."



**"What sold me on Corsica was the team that I met."**

Carl Young | CIO  
ATC Development

"The sales team treated me with such respect. And they didn't come pitching me the answer to my question without even listening to me. They approached me as a human. We approached each other as teammates and developed trust quickly."

"I had to make a fast decision, and I had to be able to trust. I needed a relationship in which we could work with each other. That's exactly what I've found in Corsica."

# The Solution

## Corisca Secure for Technology Services

Carl chose [Corsica Secure](#), our unlimited, unmetered service package, to meet the needs of ATC. It was a smart move, as Carl got access to a cohesive team of professionals who would've cost far more to hire on staff.

- Cybersecurity experts
- IT experts
- Helpdesk support
- C-level advisers (vCIO/vCISO)

With Corsica Secure, Carl got a flexible service package that covered all his needs:

- Managed IT services
- Managed cybersecurity
- Digital transformation
- vCIO/vCISO consulting
- 3-year, collaborative roadmap for technology strategy



# Life as a Corsica Client

We asked Carl a transparent question: **How is life going as a Corsica client?**

Carl put it this way: “We have mutual respect that works. That’s what matters. Anybody can set up computers, but Corsica understands the level of work we’re trying to do. We’re transforming a business.”

Indeed, that’s no small challenge. Transformation requires leadership. You won’t get there with a reactive helpdesk, no strategic direction, and unpredictable bills. Carl came looking for collaborative leadership in addition to service delivery—and he got it.



**“The thing I appreciate most about Jared, my vCIO, is that we can work directly and honestly together.”**

Carl Young | CIO  
ATC Development

Here at Corsica, that makes our day. Our goal is to bring next-level humanity and deep expertise to every client. It’s gratifying and humbling to know that we’re performing at such a high level for Carl and his team.

**We must Work Together.**

# Results

Technology initiatives never end, which means results are always evolving. However, ATC Development has passed several specific milestones since partnering with Corsica.

- Carl and Jared, his vCIO, have established ATC's 3-year technology roadmap. The team has also begun to execute against it.
- Carl and Jared have established effective policies for how ATC Development will use technology—both in their internal operations, and for residents.
- Carl can sleep well at night, knowing he has a great technology partner on his side.

# The Future

Carl isn't resting on his laurels. With careers in both the Army and housing development, he's proven himself a visionary leader. He has high demands for the Corsica team, and we're excited to collaborate as we build the future of ATC Development.

Carl says, "I want to design a smart building with self-reporting appliances. If we could find a way to have an AC machine report that a compressor is dying 5 days before it blows—and the residents never know it, and the air conditioners always work—that would be nirvana."

Clearly, Carl has a vision—and it's all about the residents. He's making a direct impact on people's lives, and we couldn't be prouder to partner with him and the team at ATC Development.





## ABOUT CORSICA TECHNOLOGIES



---

Corsica Technologies is a strategic technology partner specializing in consulting and managed services. With an integrated team of experts in cybersecurity, IT services, AI solutions, digital transformation, EDI, and data integration, Corsica offers comprehensive coverage and unlimited service consumption for one predictable monthly price—whether fully managed or co-managed.

## YOUR TRUE TECHNOLOGY PARTNERSHIP STARTS HERE

---

Schedule a free consultation with our specialists to learn how technology can enable and transform your business.

 [corsicatech.com](https://www.corsicatech.com)     [\(855\) 411-3387](tel:(855)411-3387)