

# When IT Is Everyone's Job... and No One's Full-Time Focus

## At Topos Mondial, IT wasn't ignored.

It was handled by someone smart, capable, and deeply invested in the business. But like many growing organizations, IT lived alongside a full-time role, not instead of one.

Daily issues were handled. Systems worked. People stayed productive.

### What was harder to stay ahead of were the bigger questions:

- Are we secure?
- What happens if something fails?
- Are we planning far enough ahead?

Not because no one cared, but because there was only so much time in the day.

This is a familiar situation. Many businesses say, "We've got a guy for that." And they do.

That "guy" is often wearing multiple hats, pulled into IT reactively, and expected to make high-impact decisions without backup. IT becomes something you manage between meetings.

That worked, until Topos Mondial realized IT needed more intentional focus. They didn't want to replace their internal resource. They wanted support.

Topos partnered with Open Tier Systems through a co-managed IT model. The goal wasn't to take IT away, but to share responsibility.

### Together, the focus shifted to:

- Strengthening security
- Adding redundancy and safeguards
- Bringing strategic guidance into decision-making
- Making sure critical knowledge didn't live with just one person

With an Open Tier partnership, IT became less reactive and more deliberate. Internal resources stayed close to the business, while security, infrastructure, and planning had consistent oversight.

The biggest change wasn't technical. It was peace of mind.

Less pressure on one person. Less risk for the business. More confidence moving forward.

Co-managed IT filled the gap between having someone and being truly covered.



### CLIENT

Topos Mondial

### ENGAGEMENT

Co-Managed IT

### Problem

IT was handled internally, but security, redundancy, and long-term planning lacked dedicated focus.

### Solution

A co-managed IT partnership with Open Tier supporting, not replacing, internal staff.

### Results

Lower risk, reduced strain on staff, and IT aligned with long-term business goals.

**"IT worked—until we started asking bigger questions about security, risk, and long-term planning."**

### SEBASTIAN MUSUMECI

Creative Director,  
Topos Mondial