

SMALL COMPANY MAKES BIG CHANGES WITH CLOUD SOLUTIONS

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Mark L.,
IT Manager

About the Client

Founded in 1982, the client is a contract manufacturer of precision machined components and assemblies made from castings, forgings, extrusions, and plate. They are a strategic supplier to a wide variety of industries. With a large investment in modern, high-speed, CNC machining centers, the client provides complex, high-quality, precision-machined components. Their facility includes 50,000 square feet of environmentally controlled manufacturing space and is both AS9100 (Rev B) and ISO 9001:2008 registered.

Their Challenge

ITsavvy’s client is a small contract manufacturer of precision machined components and assemblies for a wide range of industries. Over the years they’ve made significant investments in state-of-the-art machining centers. Because our client has always been on the leading edge in their industry, they wanted to catch up technology-wise. There were dozens of network-related issues that were causing work

OVERVIEW

Industry

Manufacturing

Client Profile

Founded in 1982, the client is a contract manufacturer of precision machined components and assemblies made from castings, forgings, extrusions, and plate.

Business Situation

There were dozens of network-related issues that were causing work slowdowns. In addition, like many organizations, they were dealing with a tight budget.

Solution

- › savvyGuard™ proactive support
- › Remote Access from anywhere
- › savvyGuard™ backup
- › savvyGuard™ hosted email
- › savvyGuard™ spam and virus filtering
- › savvyGuard™ GMS

Benefit

- › Proactive support
- › Increased flexibility
- › Increased mobility
- › Increased stability
- › Multi OS support for email
- › Peace of mind

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Our Solution

After reviewing the business, one of the first suggestions that ITsavvy's Consulting Systems Engineer Bob Reisdorf made was that the client install a terminal server. Mark L., who is in charge of overseeing IT issues at the client, explained "We did not know what a terminal server was and asked their engineer to explain it to us. He pointed out some examples of how we could improve our business productivity and increase our flexibility. We took his advice and ordered the server and had it installed. Since the installation we've started using it more and more. When one of our executives picked up an iPad and found he could do his entire job on the iPad through the terminal server he was ecstatic. We achieved ROI on the terminal server in one-tenth the time we expected."

Another area where Bob could see that technology would really make a difference was hosted exchange, which allows smaller companies to access the same robust email capabilities of much larger companies for a fraction of the cost and without in-house IT oversight. To that end, Bob recommended an AppRiver solution.

"Our company had been using a POP email system for years," Mark said. "We didn't realize how much we could improve our productivity and our organization and save money until ITsavvy showed us how we could do all that with a hosted email solution."

Their Success

In addition to switching to a monthly service contract for hosted exchange, our client is currently using ITsavvy's Cloud Solutions for online backup, network monitoring, and firewall management.

"Their network is stable and employee productivity has increased," Bob said. "Mark was so happy with our services that he recommended us to another company right away."

Mark explained, "We have been on the hosted exchange system for over 18 months now and have had absolutely no problems. "iPhones, BlackBerries, Outlook, and Outlook Web Access all work so well. We no longer need to wrestle with our ISP over email issues, spam, or viruses coming thru email.

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Bob Reisdorf, ITsavvy
Consulting Systems Engineer
Advanced Solutions Group

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“I have a lot of confidence in the whole ITsavvy team. They know our needs before we know our needs. Because they are continually monitoring our systems, they know when there is a potential problem before we do and they will let us know and take care of it immediately. I don’t even have to think about it. Even with about 70 employees we really don’t need an IT team. They handle it all.”

Bob has been working with the client for 7 years and is impressed with the company’s willingness to take advantage of new technology. “They are very open to tools that will save them time and money,” he said. “They understand the benefits quickly and trust that we will always steer them in the direction that makes the most sense for them. It really is a pleasure to work with Mark and everyone else at the client.”

Mark added, “Of course we trust their expertise—we’ve seen the amazing results of their recommendations. But what we are most impressed with is how ITsavvy actually cares about our business. They have always been more concerned about us increasing our productivity than any quick sale. We let go of our previous vendor and now trust ITsavvy to help us constantly improve and grow our business.”

FOR MORE INFORMATION,
please contact an ITsavvy Client Executive.

ITsavvy is an end-to-end value added IT product and solution reseller with offices nationwide. With 99% of in-stock orders shipping same day and \$8 Billion in daily inventory, we fulfill our client’s needs and deliver peace of mind.

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- Hosted email with latest version of email



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