

MANAGED SERVICES

A MANUFACTURING
SUCCESS STORY



savvyGuard® ITSAVVY'S MANAGED SERVICES SOLUTION

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Bob Reisdorf, ITsavvy, Consulting Systems Engineer
Advanced Solutions Group

About the Client

As a five-time winner of the International Die Cast Design Award, ITsavvy's client is serious about providing customers with design innovation, excellent quality, and cost savings. Founded in 1903, the client is North America's oldest, family owned die casting operation. They are an ISO-certified, full service manufacturer offering a complete product development program that includes engineering design, prototyping, and production with a full range of secondary operations.

In addition to a full spectrum of in-house services, the client manages a network of industry suppliers domestically and offshore to provide customers with the widest range of value-added services. They specialize in working with OEMs to engineer and manufacture precision die cast components and assemblies.

OVERVIEW

Industry

Manufacturing

Client Profile

Founded in 1903, the client is North America's oldest, family owned die casting operation.

Business Situation

The client had many network-related issues that were causing work slowdowns and numerous IT problems.

Solution

savvyGuard® (24/7 equipment monitoring), Offsite Backup, and Hosted Exchange and Firewall Management.

Benefit

- > Increased uptime of business critical applications
- > Greater mobility of workforce
- > Increased productivity
- > Single point of contact for IT needs



Their Challenge

The client had many network-related issues that were causing work slowdowns and numerous IT problems. Bob Reisdorf, ITsavvy's consulting systems engineer, explained, "They had email problems, backup problems, aging hardware, long periods of downtime and needed a solution as quickly as possible. They were on a tight budget, like many companies, which was the biggest hurdle for us to overcome."

"I knew that outsourcing Managed Services would be a good solution for us," said Jason R., the client's Materials Manager. "I knew it wouldn't be any more expensive than the alternatives and I knew we would be getting the personal service and personal support that we wouldn't otherwise have. In a way, they have taken ownership of IT management and I like that."

ITsavvy's Managed Services are beneficial for companies of all sizes including, companies with less than 100 people and the client is a prime example. Managed Services enables smaller companies to have a virtual IT person without having to hire additional staff. For companies with dedicated IT staff, Managed Services provides a cost-savings while significantly freeing up valuable time for the staff to focus on more complicated issues.

Our Solution

Bob reviewed the client's network, recommended resolutions and advised them to go on a monthly contract to shore-up the solutions and stabilize the performance. ITsavvy's Managed Services included: savvyGuard® (24/7 equipment monitoring), Offsite Backup, and Hosted Exchange and Firewall Management.

"After they did an initial assessment, ITsavvy began monitoring the systems that we have in place so that we wouldn't have to worry about any of that," Jason said.

Once ITsavvy began implementing Managed Services, the client realized that they wouldn't have to replace an IT person who had recently left the company. "One of the biggest benefits of Managed Services is that our clients are getting the equivalent of 15 engineers and they are paying for less than one desktop support person," Bob said.

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Their Success

Like many small companies, especially manufacturers, the client is situated in a relatively remote area but this proved to be no obstacle to receiving world-class service. "Distance is absolutely no barrier to Managed Services. Their network is now nearly issue-free and stable. Since the installation, I understand that employee productivity has also increased."

"There are so many reasons that I would recommend ITsavvy's Managed Services, including the prompt service," Jason said. "I know that if my regular contact isn't there, they will find someone else to follow up with me right away. I really like this team approach to customer service."

FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

ITsavvy

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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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The ITsavvy Solution

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SOFTWARE

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- savvyGuard® Monitoring
- savvyGuard® Hosted Email
- savvyGuard® Online Backup



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