Waident

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CASE STUDY

OWI

Industry: *Individual and relationship workshops*
Products, Services, and Technologies Used: *Microsoft Office, Goldmine CRM, Telecom products: Quickbooks, Microsoft Server 2000*
Time Line: *Ongoing relationship*

STRATEGIC BUSINESS CHALLENGES

OWI lost their full-time computer support person. They saw the loss of this employee as an opportunity to reduce cost by outsourcing day to day technology operations and end-user support.

TACTICAL BUSINESS CHALLENGE

OWI needed remote technology support but was accustomed to onsite support. The goal was to quickly demonstrate that remote technology support was more responsive to end-user needs than the onsite alternative.

WAIDENT SOLUTIONS

Waident's Service Level Agreement (SLA) promises a two-hour response time to all issues however OWI found that most support requests received a response within 15 minutes. Because of this high-level of proactive support, Waident provided and continues to provide OWI with the following services:

- Near real time end user support
- A cost effective alternative to a full-time dedicated "support" employee
- Ongoing technology concierge services
- Server and telecommunication support
- Strategic counsel for future technology direction

WAIDENT BENEFITS

- Proactively managed all technology support requests in near real time
- Simplified by managing all of OWI's IT vendors
- Reduced the cost of technology maintenance and integration
- Helped OWI plan for growth and reduce downtime
- Improved the stability of the client's network
- Reduced risk by implementing effective recovery strategies and plans.

RESULTS

"We were uncomfortable at first at the thought of giving up a full-time IT person and replacing them with a remote partner. But after a few months, we became very comfortable with the improved service...the cost savings was a bonus."

ABOUT WAIDENT

Waident offers remote and onsite support for anything that touches your network or is critical in anyway to the productivity of your employees - this includes desktops, software including Microsoft Office questions, laptops, networks, desktop software, iPods, cameras, smart phones, VPNs, routers, servers, wireless/handheld devices, printers/copiers, IP phones and other critical technologies.   We're a help-desk, technology concierge and strategic IT counselor rolled into one affordable package.

For more information on Waident Technology Solutions, contact us today at www.waident.com.