

CLIENT SUCCESS STORY

ASSET MANAGEMENT FOR ENHANCED IT ENVIRONMENT

Technology Partners
Your Clear Choice in IT™

Lacking a dedicated internal helpdesk resource, our client needed a consistent support option.

The Challenge

Our client lacked a dedicated internal technical support resource to effectively manage their systems, inventory, and technology. The productivity issues caused by outdated software and slow systems, and the **money wasted on unnecessary or redundant equipment** left them looking outside for help.

The Plan

Technology Partners came into the project looking to **eliminate waste, increase productivity, and implement accurate inventory tracking**. By evaluating the technical needs of each user, ensuring their computers were installed with the right software and programs were up-to-date, Technology Partners set out to save the client significant time and money.

The Results

The implementation of an inventory management system allowed the client to get an accurate picture of what existing hardware needed to be upgraded or replaced. Users experienced a significant increase in productivity due to properly tuned computers, and **consistency across upgrades and maintenance led to 40% less downtime**.



Over 40% less downtime experienced by client.

42% of Businesses see a reduction in IT costs when outsourcing support

Find more success stories at technologypartners.net/success and see how you can utilize our decades of experience to give you added peace of mind. **Together is just better.**