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CASE STUDY

Transitioning IT support from an in-house tech to a full-service IT provider

CLIENT: HOME IMPROVEMENT COMPANY

YEAR: 2023

Challenge

Our client was unhappy with the service and cost of IT support being provided by a single employee. They wanted to outsource their IT support to a company with more resources and expertise, but wanted to make sure the transition caused no disruptions to their business.

Client

A home improvement company in Mount Clemens, Michigan with 30 employees, 45 computers, and one server.

Pre-Migration Pain Points:



Exorbitant software licensing fees



A single IT tech that didn't have enough capacity to support



Outdated hardware that needed to be replaced



Website that was not backed up



Our Solution

We worked with our client to create a swift and seamless transition with minimal downtime. We went through their IT environment and thoroughly documented every detail before the in-house IT tech separated from the organization.

We then worked with the client to review bills for software subscriptions, internet, and phone service. We worked with a telecom broker to improve quality and speed of internet and phone services, while also lowering costs.

Additionally, we worked with software vendors to review subscriptions and find more cost-effective plans. Finally, we backed up their website and refreshed end-of-life hardware.

Post Migration Results:



Lowered IT labor costs



Lowered internet and phone bills



Improved call quality and phone system stability



Lowered software licensing costs



Backed up website



Replaced outdated workstations