

ABLE

Technology Partners LLC

CASE STUDY

Think Smart, Act Fast.

Contact Us!

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www.AbleTP.net

SITUATION

A mid-sized insurance firm in Southern New Jersey was purchased by a national insurance firm from New York City. The national insurance firm provided help desk and other support services out of their regional New York office. They also provided a cookie-cutter server that scaled well with the small firms they usually acquired.

While implementing their solution, they quickly realized that it did not work well in the environment of the newly acquired firm due to the new firm's custom software, larger than average staff size, and expectations of quick issue resolution. The staff at the acquired firm also found that the time to resolution was significantly higher than they were accustomed to, especially when an on-site visit was required.

The slow technical resolution issues were reflected in lower than average productivity reports from several staff members.

SOLUTION

Able Technology Partners LLC (ATP) met with principles of the acquired firm and acted as a liaison with the technical resources at the national firm. ATP developed and implemented a plan to move the acquired firm back to a suitable server environment while also implementing security and remote access measures to meet the national insurance firms' requirements.

ATP was also contracted to provide help desk and support services to meet the acquired firms staff expectations and improve productivity.

CASE SUMMARY

After implementing the changes recommended by ATP and moving to the ATP help desk for support, the staff was back to the level of productivity that made the acquired insurance firm a desirable addition to the national insurance firm.

Once the acquired insurance firm had hardware, consulting, and support solutions tailored to their individual needs instead of a cookie-cutter solution, they flourished and continue to grow.



Customer Profile

Customer: Anonymous

Customer size: Small/Mid >100 employees

Country or region: Southern New Jersey

Industry: Insurance

Partner: Able Technology Partners LLC

Partner website: www.AbleTP.net