

IT Support & Consulting Service for Graphic Arts Studio

PROJECT DETAILS

 IT Consulting & SI

 Jan. 2010 - Ongoing

 \$10,000 to \$49,999

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“Every time I ask them to do something,
they always do it.”

PROJECT SUMMARY

The MacGuys+ provides IT support and consultation services for a graphic arts studio. Their work involves troubleshooting technical issues and giving them advice on what equipment to buy, update, or install.

PROJECT FEEDBACK

The company's customer processing system has become faster, and The MacGuys+ services have influenced 98% of the studio's business decisions. The team is highly reliable and customer-oriented, helping the client resolve technical issues quickly. They're also personable and updated about everything.



The Client


Introduce your business and what you do there.


I run a graphic arts studio that deals with comic artwork, comic books, prints, and private artwork.


The Challenge


What challenge were you trying to address with The MacGuys+?

Going into the business, I knew that it would be hard to keep up with technology, especially in the graphic design industry where specific programs could quickly change. As a result, I needed external help to advise me in terms of technology; otherwise, I'd be spending money on unnecessary technologies.

 **Raymond Gustafson**
Owner & Cartoonist, Kinni Studios

 **Arts, Entertainment & Music**

 **1-10 Employees**

 **River Falls, Wisconsin**

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

The MacGuys+ takes care of my network, computer, software, and platform bases. The team also advises me on when and how to update our solutions. They also help my people get through any problems or hang-ups they experience, such as when an app doesn't work or doesn't play well with another app. They decipher what should be done by looking into the backend. Moreover, the team also tells me what to buy in terms of technology. Then, they also handle their installation.

What is the team composition?

I work with 3–4 people from The MacGuys+. Apart from the owner, I also work with their technicians. They answer the phone whenever I have a problem, and then they take care of the problem.

How did you come to work with The MacGuys+?

I met Tim (Owner) many years ago. At that time, I was using another brand of computer, and he told me that I should try something else. That was when I switched brands. From there, he always advised me on what I needed to do. After dealing with him for a while, I realized he knew exactly what he was talking about. That was when our engagement with The MacGuys+ started.

How much have you invested with them?

We've spent around \$5,000–\$10,000.

What is the status of this engagement?

We started the partnership in January 2010, and the relationship is ongoing.



The Outcome

What evidence can you share that demonstrates the impact of the engagement?

The recommendations I receive from The MacGuys+ have affected around 98% of the jobs and business decisions I've made. For one, they've sped up the time it takes for me to process customers from start to finish. That also involves billing and the exchange of information. Particularly during the COVID-19 pandemic, their services have upped my game in a way that a small business like mine can compete in a bigger pool.

How did The MacGuys+ perform from a project management standpoint?

In terms of project management, I have the utmost faith in Tim and his crew. If I tell them what I want, they get it done. They're good at delivering tasks on time. As a result, I can be hands-off with the engagement. To communicate, we use texts and calls.

Moreover, Tim is highly business-oriented, and he's sharp at discerning situations. He checks what we have and backtracks if necessary. Then, he sets a course of action to take. Meanwhile, his team is also customer-oriented. I'm a computer person myself, so when I get into trouble, it's nice to have somebody take a look at the problem and help me. That means the world to me, especially when I'm facing deadlines.

What did you find most impressive about them?

Their personality distinguishes The MacGuys+ from their competitors. Tim and his crew are personable people, and they're good at what they do. When they talk to me, I can tell that they're aware of what's happening. If I call them about a problem, they tell me that they know about it. Then, they provide possible explanations and solutions to such a problem before taking a look at the issue. As a result, my production has been greatly sped up.





Are there any areas they could improve?

No, there aren't any. Every time I ask them to do something, they always do it.

Do you have any advice for potential customers?

Have a list of questions prepared for The MacGuys+. They can go through all those questions and deal with everything you give them. Apart from that, do a little research and know what you want. That way, they can advise you directly about where you should go, how to pick up equipment, and how they can solve problems for you.

