Managed IT Services for Financial Services Company

PROJECT DETAILS

🏷 **Managed IT Services**

📅 **Feb. 2013 - Feb. 2016**

💲 **$10,000 to $49,999**

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PROJECT SUMMARY

A financial services company hired The MacGuys+ to provide ongoing support of their Mac work stations as well as their servers, backups, and connectivity with the larger IT network.

PROJECT FEEDBACK

The MacGuys+ team was proactive in providing maintenance and support. As a result, the company never had to deal with clients or internal designers complaining about unresponsive computers or servers. The company described the team as knowledgeable, prompt, and friendly.

The Client

Please describe your company and your position there.

I was the Creative Director for a Creative Service department. Our company is a fortune 500 international financial service company.

The Challenge

For what projects/services did your company hire The MacGuys+?

We hired the MacGuys+ on a yearly basis for on-going support of our creative team's Mac work stations as well as our server, backups, and network connectivity with the larger IT network.

Rick Bosak
Creative Director, Financial Services Company

🏢 Financial Services

👤 1,001-5,000 Employees

CLIENT RATING

5.0
Overall Score

Quality: 4.5

Schedule: 5.0

Cost: 4.0

Would Refer: 5.0

The Approach

How did you select this vendor and what were the deciding factors?

We selected the MacGuys based on RFP pricing comparisons and based on my previous experience with their team. I had contracted the MacGuys when I managed a team at HealthEast Care System and similarly when I managed a department at ING Financial Services, now Voya.

Describe the project in detail and walk through their service package.

Our request was for initial consult regarding purchase and installation of a reliable server and back-up solution as well as weekly maintenance visits. The MacGuy proposed a contract that covered the implementation as well as the visits and also allowed of emergency remote support or in-person visits.

How many resources from the vendor's team worked with you, and what were their positions?

We worked with the owner Tim as well as two or three of their support technicians

The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

The MacGuys proactive maintenance and support solved our previous problems with intermittent data back-ups, network incompatibility and frequent work station down time. I never had to deal with paniced designers or clients due to an unresponsive computer or server.

How effective was the workflow between your team and theirs?

Workflow was very consistent and reliable. MacGuys technicians were always available either remotely or in person. They knowledgeable, prompt, and friendly.

What did you find most impressive or unique about this company?

I was pleased to find that they were willing to educate us as well as support. They often taught us how to prevent issue and informed us of new solutions that some of their other clients were using to great success. They were also excellent at working with our corporate IT and seemed to be as knowledgeable of the Microsoft world as they were of the Mac world.

Are there any areas for improvement or something they could have done differently?

I don't have any ideas for their improvement. They were very patient with some of our more difficult co-workers, I was impressed.