

IT Services for Rail Transportation Co

PROJECT DETAILS

 IT Consulting & SI

 Jan. 2005 - Ongoing

 \$50,000 to \$199,999

“*They’ve met every one of our needs.*”

PROJECT SUMMARY

Andromeda Technology Solutions established the client’s email servers, domain name system (DNS), routers, firewalls, security, and antivirus software. They also provide on-site support and maintenance.

PROJECT FEEDBACK

Andromeda Technology Solutions has provided high-quality IT support. As a result, the client rarely has issues. However, when challenges do occur, their team responds quickly to resolve the problem. Their customer service is superb.



The Client





Introduce your business and what you do there.

I'm the CFO of Interdom LLC, a freight transportation company. We move containerized intermodal freight over domestic railroads.

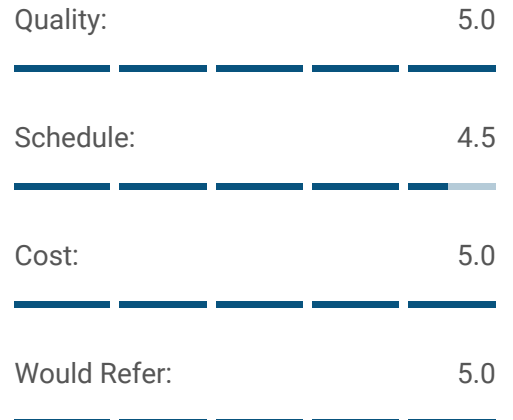
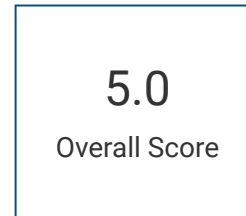
The Challenge

What challenge were you trying to address with Andromeda Technology Solutions?

Andromeda Technology Solutions is our IT service provider. They provide network, email, and antivirus support.

-  **Chris Elder**
CFO, Interdom LLC
-  **Transportation**
-  **11-50 Employees**
-  **Maumelle, Arkansas**

CLIENT RATING



The Approach

What was the scope of their involvement?

Years ago, they set up our email servers through Webmail, and until recently they've provided maintenance support.

They also set up our domain name system (DNS), routers, firewalls, security, and antivirus software. We've even bought servers from them.

Now, they send someone to our office to work on-site a few times a week too. Plus, I call them anytime we have a technical problem and need their help.

What is the team composition?

Over the years, I've worked with the president and about 10–15 other people.

How did you come to work with Andromeda Technology Solutions?

Andromeda Technology Solutions bought the company that managed our phone system. We've worked together ever since.

How much have you invested with them?

I'm sure we've spent about \$150,000 over the years.

What is the status of this engagement?

We've been working with them since January 2005.



The Outcome

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

We've had very few problems over the years, but whenever we have faced an issue, Andromeda Technology Solutions has been able to fix it on-site or remotely. For example, one time our emails were being marked as spam. Within a few days, Andromeda Technology Solutions moved us to a new server with our own IP address to fix the issue.

How did Andromeda Technology Solutions perform from a project management standpoint?

I've been very impressed by their customer service. They've met every deadline and are very responsive. We typically communicate over email or phone.

What did you find most impressive about them?

I am blown away by their responsiveness. At any time, I can pick up the phone and call their president. If he doesn't answer, he gets back to me very quickly.

Are there any areas they could improve?

I can't think of anything. They've met every one of our needs.

Do you have any advice for potential customers?

I would tell new clients to begin the project with a well-defined need and ask them to provide several options. From there, they've provided several options at different cost levels. They've always been able to recommend the most cost-effective option.

