

# Managed IT Services & Network Maintenance for Comms. Company

## PROJECT DETAILS

 Managed IT Services

 Mar. 2019 - Ongoing

 \$10,000 to \$49,999

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“We have never had a problem that they weren’t able to find a solution for.”

## PROJECT SUMMARY

Andromeda Technology Solutions provides IT setup, maintenance, and consulting to a digital marketing company, helping them to keep their servers and computers up and running while working remote.

## PROJECT FEEDBACK

The services provided by Andromeda Technology Solutions have completely satisfied all project stakeholder expectations, maintaining the client’s uptime and allowing them to focus on their core business. Their team is communicative, always looking for solutions and solving issues quickly.



## The Client


Introduce your business and what you do there.


We are a digital marketing and social media public relations company, and I am the head of operations.


## The Challenge


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

Our goal was to create and maintain reliable IT infrastructure.

 **Bozena Luczak**  
Head of Comms, Digital Marketing & Social Media public PR Co

 **Business services**

 **11-50 Employees**

 **Chicago, Illinois**

### CLIENT RATING

**5.0**

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.0

Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

Their involvement covered reviewing all of our physical equipment and making sure that our network was running smoothly and securely so that everyone could transition to remote work. They have continued to maintain all of our systems as well since then.

If any of our computers or applications aren't working properly, our employees will submit tickets to their team and those will get taken care of. We meet once a year to discuss client satisfaction and any changes that we want to make to the engagement.

### What was the team composition?

I work with one of the owners as well as our account supervisor, customer success manager, and a number of technicians depending on what kind of tickets we submit and when.

### How did you come to work with Andromeda Technology Solutions?

We were recommended to them by another company that we were partnering with at the time.

### How much have you invested with them?

The total cost is around \$3,000 per month or about \$75,000 in total so far.

### What is the status of this engagement?

Our partnership started in March 2019 and is still ongoing.



## **The Outcome**

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

It's hard for us to track specific results of their work because the network itself is fairly new, so we don't have old speeds or issues to compare it with. They respond very quickly to all of our requests, however, and our calls and connections aren't getting dropped the way they were at the very beginning of the partnership.

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

We use a ticketing system to keep track of all of our work together, and that has been a really successful system so far. They are good about responding and communicating proactively whenever an issue is taking a little bit longer, and we hop on a phone call every once in a while, just to help make sure we're all on the same page.

### **What did you find most impressive about them?**

Their knowledge of the industry is absolutely excellent. We have never had a problem that they weren't able to find a solution for, which we really appreciate. Between that knowledge base and the timeliness of their responses, they make us feel as though we are in the best of hands.

### **Are there any areas they could improve?**

No, they have been able to improve on anything that we've brought up to them, so I really don't have any complaints.



## Do you have any advice for potential customers?

Having a successful partnership with them doesn't require any particular expertise or special touch. If you are unhappy with anything, make sure you voice that right away and get it addressed, but they are always more than willing to work with you to make sure you are totally satisfied.

