

CASE STUDY:

H & S Supply Company

Company:
H & S Supply Company

Location:
Valdosta, Georgia

Size:
43 Employees

Objective:
To reduce downtime and operate more efficiently

Nexxtep Helps H & S Supply Company Eliminate Downtime and Increase Productivity



H & S Supply Company is a retailer of plumbing and heating and air conditioning supplies. They operate three locations in South Georgia. A year ago, General Manager Jeff White was fed up with having hours of downtime each week. That's when he decided to switch IT providers and called Nexxtep. The following are excerpts from an interview with Jeff, one year after he switched.

What kinds of problems were you having before using Nexxtep?

"Our biggest problem was the unreliability of our hardware. One day every week, we'd come into work and our system would be shut down and it would take about twenty or thirty minutes to get it going. Since we started using Nexxtep a year ago, that's only happened twice, and both times combined were less than an hour of downtime."

What made Nexxtep a good choice for H & S Supply Company?

"The best thing about working with Nexxtep is the people. Rob (lead technician for H&S) knows our network inside and out, and he can usually solve any of our problems over the phone. He always knows what to do; I couldn't ask for anyone better.

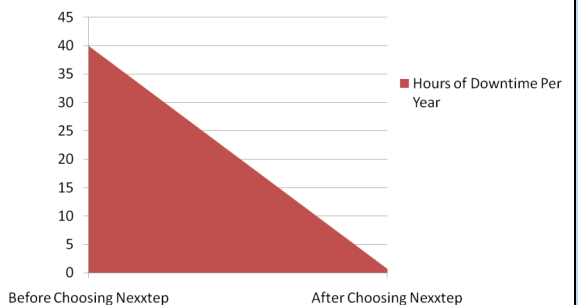
How would you rate the customer service?

"Fantastic. If they have a weak link I haven't found it yet. I have had no problems at all. We're not bashful about pointing out problems, but I can't think of a single thing I can criticize Nexxtep about. If you look at where we were compared to where we are now, you'd be hard pressed to complain about anything.

"It's great, because I don't really remember how bad times were before now that I don't have to deal with those issues anymore.

"Our previous provider told us that a local company doesn't know what they're doing and that we needed to use someone national, but that couldn't be any further from the truth. Nexxtep does a wonderful job.

I can pick up the phone and actually talk to someone and know who I'm talking to, rather than listen to a recording until I'm directed to whoever's turn it is to take the next call. I like having a specific team dedicated to our company."



Let's Do Some Math...

39 Hours Saved X 43 Employees =

1,677 Hours/Year Gained!

Solution:

- Installation and setup of 3 servers
- Installation and setup of new computer workstations and printers
- N-Guard Antivirus
- N-Care Basic IT Support
- SonicWall network to integrate network between the three stores
- VPN service that allows employees to access network from home