

How to Increase Sales 25% and Staff Efficiency by 40%



"We've been working with Level Platforms for over two years and at this point I don't think we could live without it. We rely on it that much!"

"We also find the Partner Forum a great benefit, as it provides us with an understanding of how others are working with Managed Workplace. Combining other's with our own ideas contributes to making our experience 100 % better."

- Andrew Harper
CIO, Gaeltek LLC

Partner Profile

Company: Gaeltek, LLC
Location: Manassas Park, VA
Years in Business: 4
Partner Since: early 2005

Business Value

- Increased business value and profitability
- Increased overall network reliability
- Increased customer satisfaction
- Increased project and product sales

Stats at a Glance

Time Saved Servicing Customers: 4 hours
Time Saved in Travel: 2 hours
Increased Staff Efficiency: 40%
Increase Sales per Customer: 25%



Business Challenge

Gaeltek LLC ensures their client's networks are monitored with premium care from top to bottom. This includes checking event logs, running MBSA scans, ensuring Exchange is operating and that servers have sufficient disc space. However, they soon felt limited since there is only so much that can be done manually, and little time was left for anything else, such as new client development.

Partner Solution

Deploying Managed Workplace® provided so much new information that it moved the company's service level from 'best effort' to truly managing its customer's networks.

Their decision was affirmed when they received an early morning Managed Workplace 'site down' alert from monitoring a client's site - a financial services organization. While determining the cause of the site down alert, Gaeltek discovered that there was no communication with the client's firewall and router. In parallel with working with the ISP to determine the cause of the outage, a technician was dispatched onsite and quickly determined that much more than the Internet connectivity was affected. During reconstruction work in the building next door, all telephone and data lines to Gaeltek's client were inadvertently cut and rectification would have taken several days.

Benefits

Gaeltek alerted their client of the severity of the situation, allowing them to alert their staff and put their contingency planning into play for their telephone and data lines being unavailable. Having pre-determined various scenarios with their client that would require emergency response, Gaeltek knew that email was the most important system needed to be operational. Gaeltek ensured mail system records were updated and email communications were restored prior to the start of the business day.

Due to the early site down alert and Gaeltek's rapid response to the situation, the client's operational capability was not compromised when the phone lines and Internet were disconnected for 6 days. In fact the financial organization's clients never knew that anything had happened. For a financial organization to be out of contact with their clients or their client's data for 6 days, the impact would be beyond quantifiable.

Receiving Managed Workplace alerts allowed Gaeltek to respond in a timely manner often remotely, saving costly truck rolls, increasing their staff efficiency by 40%. Working with Managed Workplace reports Gaeltek had hard copy proof that their client's IT systems required upgrades increasing sales by 25%.

Managed Workplace's collaborative network architecture allows Gaeltek the flexibility to remotely monitor and manage the network protection system of their choice - Untangle. Every single criterion with their granular control, ease of management, and enhanced network protection against anti-virus, spyware and intrusion protection was met using Untangle. Managed Workplace ensures that Gaeltek is alerted for device availability as well as blocked protocol attempts, Spyware threats, Virus threats and much more.

Next Steps

As Managed Workplace has allowed the company to add more clients with the same level of effort, Gaeltek has leveraged the maximum capability of Managed Workplace with its deployment of applications and upgrades through scripting.

Corporate Profile

Founded in 2004, Gaeltek, LLC is a full-service information technology consulting firm that provides managed services and network design, maintenance, management, and web development services to small and medium sized business clients in them Washington, DC metropolitan area. A Microsoft GOLD Certified Partner and Small Business Specialist, Gaeltek's mission is to develop and maintain IT solutions that help businesses operate more productively and cost-effectively.