



GMS Frees TeamLogic IT of North Atlanta to Add Value

Customer Profile:

 TeamLogic IT® Northwest Atlanta	2014 Start-Up Date	\$250,000 Annual Sales	4 Fulltime Employees
	26 Customers	10 to 100 employees Industry focus	

Key Challenges:

Inability to scale to help desk demands	Help desk calls pull employees away from more value-added tasks	Client's customers perceive in-house help desk as the ideal
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Benefits/ROI:

GMS is scalable and enables customer growth	TeamLogic IT of Northwest Atlanta employees focus on core, value-added competencies	Client's customers appreciate GMS' sub 60-second call answer time and 90% resolution rate
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Outsourcing help desk services gives TeamLogic IT of Northwest Atlanta the ability to scale, while maximizing the time in-house employees have to spend proactively consulting with clients.

"Our primary goal is identifying our customers' key objectives and targets, then working with them to ensure their IT infrastructure is able to seamlessly support and prevent future IT issues," says William Patton, owner and president. "As consultants to small- to medium-size organizations, our in-house employees need to focus on our core competencies to maximize the value we add."



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Rather than pay someone fulltime to take help desk calls part-time, Patton outsourced to GMS to resolve customers' most common issues, typically basic connectivity, password, printer, internet and applications issues. As a result, the customer experience has improved and Patton's team can focus on more value-added, longer term projects.

“GMS picks up our customers’ help-desk calls in less than 60 seconds and resolves 90% of whatever issues they’re having with their IT and technology tools on that first call,” says Patton. “GMS is helping maximize our customers’ productivity and ability to focus because frustrated employees that struggle to fix it themselves or fume while on hold aren’t productive or effective.”

Patton and his team now support a number of non-profits, who benefit from TeamLogic IT of Northwest Atlanta's ability to assess and analyze their IT infrastructure's current capabilities and look ahead to their future requirements.

“We depend on GMS to handle the calls that arise from the fact they’re typically relying on systems that weren’t designed to handle their requirements - namely older, legacy systems,” says Patton. “Every call and ticket handled by GMS allows my staff to keep looking at the big picture which is what they do best.”

While GMS resolves day-to-day issues, Patton and his team make

sure the non-profits are aware of the system upgrades that would position them for the future as well as the significant product discounts and in-kind donations available to charities if you know who and how to ask.

TeamLogic IT of Northwest Atlanta makes it their business to know what's available to the non-profit vertical. For example, one non-profit was paying \$200 a license instead of the \$2 non-profit licensing fee for a particular app – something Patton and his team quickly corrected.

Not surprisingly, TeamLogic IT of Northwest Atlanta customers had liked having immediate access to the company's small team of IT consultants, but it became apparent that GMS quickly and effectively resolves issues. As importantly, all ticket notes are passed directly into TeamLogic IT of Northwest Atlanta's ticketing system.

“Our decision to outsource our help desk services to a reputable, expert and consistently reliable provider like GMS allows us to focus on what we do best and maximize our growth opportunities,” says Patton. “We partnered with GMS because we knew they’d deliver and they have done exactly that.”

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