



Solutions & Success

The Inside Story

Spade Technology Helps This Control Systems Company Achieve Stable Connectivity, Higher Productivity, and Better Customer Service

This pioneering ethics and compliance company has served as an independent monitor in hundreds of cases concerning federal, state, and private enforcement actions, tracking compliance with regulations, and industry practices in various industries such as financial services, manufacturing, insurance, transportation, retail, and commerce, public utilities, healthcare, and construction.

As this control systems company's clientele and organization size grew, because of its lackluster, conventional IT strategy, the company encountered several problems including ongoing downtime, poor interconnectivity, and low productivity, all of which threatened its business operations.



Spade Technology came on board with proactive IT solutions that helped this control systems company upgrade its IT infrastructure to an enterprise-class IT environment. Since then, this control systems company has been able to enjoy stable internet connectivity, improve its overall performance, and deliver quality customer service.

This Control Systems Company's Conventional Approach to IT Was Ineffective

Referring to their initial, conventional IT strategy, the Vice President of Operations for this control systems company explained, "We started with a person who came around whenever we experienced any glitches in our IT setups. From there we hired a small IT firm to offer better technical support. In time, we realized that this "putting out fire" approach won't serve our long-term purpose. That was why we brought Spade Technology in."

Spade Technology Came to the Rescue

By chance, the decision-makers at this control systems company met Myles Keough, the CEO of Spade Technology who cautiously guided the company in its transition from its startup's IT model to a business-level IT architecture. Reflecting on the unprecedented transformation in her organization's IT capabilities, the VP of Operations said, "Spade Technology does a lot of stuff for us by helping us figure out what we need to buy, what we need to replace, what we need to manage our service contracts and boost the overall security of our operations".

Spade Technology recommended exactly the IT solutions that this control systems company needed.

Spade Technology Implements Proactive IT Solutions that Transform This Control Systems Company's Operations

This control systems company's VP of Operations appreciates Spade Technology's dedicated efforts that have eliminated previous operational hiccups and irritating disconnections. "Doing day-to-day troubleshooting of 36 people all over the country, and sometimes all over the world will be just overwhelming. Spade Technology helps us set our goals for security and enables us to operate efficiently," she concurs.

The suite of IT solutions recommended, implemented, and regularly overseen by Spade Technology includes the following:

CloudWerks Hosted Servers

- With multiple servers hosted in the cloud, users in and out of this control systems company's office enjoy a seamless work experience.
- Remote Desktop/Terminal Server gives this control systems company's staff an identical user experience no matter where they are working.

VoIPWerks Hosted Phone System

- This control systems company's staff can use a desk phone to make/receive calls.
- They have the ability to forward calls to mobile phones when out of the office.

SupportWerks

Spade Technology routinely:

- Undertakes network assessments and infrastructure design from clients' SWE to ensure they are utilizing best practices to eliminate IT issues.
- Carries out dedicated maintenance and monitoring to identify and resolve most issues clients face before they even know such problems exist.
- Sources local IT support to quickly handle any IT issues clients are confronted with – no frustrating calls with overseas call centers.
- Offers support desk available by phone, email, or online – clients can choose what's most convenient for them.
- Provides remote support for most IT issues so clients wouldn't have to wait on technicians coming to their office; however, onsite support is available.
- Offers support request tracking from a simple and clear email ticketing system, so that clients always know where their requests stand.

Spade Technology Is This Control Systems Company's Dependable IT Partner

The IT solutions recommended and implemented by Spade Technology make it possible for this control systems company and its host of employees, subject-matter experts, and consultants to enjoy an uninterrupted internet connection and optimized communications setup. This has dramatically increased their productivity across the board.

Furthermore, it has helped the company deliver great customer service to its many customers or clients.



Spade Technology has helped us prepare for the big clients who might require a lot of resources and security. For instance, defense contracts require more resources and complex security than we have now, but with the help of Spade Technology, we hope to deliver in that area, too."

- VP of Operations

Therefore, Spade Technology remains a dependable IT partner of this control systems company, an alliance that looks to last for a long time.

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