



SOLUTIONS & SUCCESS

The Inside Story

Case Study

How Managed IT Services Gave Our Start-up a Tech Boost

Company & Location

Lonestar Electric Supply, Dallas; Fort Worth; Houston, Texas

Industry

Electrical Distribution

Number of Employees

99

Customer Base

Primarily Electrical Contractors, General Contractors and Developers

Services Offered

Wholesale distribution of electrical products

Outsourcing IT Services

Building a Sustainable Business

Challenge

When we started our business, we were accustomed to working in companies that had their own in-house systems and personnel. The managed services concept was foreign to us, but after the first year in business, we knew that there was no way we could manage our technology needs on our own.

Solution

We evaluated the cost of establishing our own in-house services compared to that of outsourcing our technology needs to a managed service provider. That analysis quickly led us to conclude that the latter would be more cost-effective and that ITCubed was the right partner.

Result

From the initial start-up cost to on-going maintenance expenditure, our savings are exponential as a result of trusting our technology to ITCubed. We're not weighted with an internal business unit of IT personnel. We've also avoided sinking capital in infrastructure hardware that hinders technology adaptation. As we look toward future growth, we're now confident in our ability to remain technologically fluid within our industry.

Proactive Monitoring & Maintenance

No Time for Downtime

Challenge

Obligatory Microsoft updates were causing multiple Office programs to fail. We needed our employees to be able to focus on serving our clients, not troubleshooting botched software updates. Ensuring software is up to date is essential to efficient program operations but doing it ourselves was interrupting our productivity flow. What we thought would be a minute-long download and install always resulted in crashing programs and crippling downtime during business hours.

Solution

ITCubed now provides updates and maintenance during non-business hours. They are proactive, often detecting problems before we even know they exist. We now rely on their expertise and their extensive knowledge has helped us optimize our software performance.

Result

Our company was able to adopt the new Microsoft platform with very little impact to work and productivity. ITCubed saves us hours of valuable time. Now that we don't have to deal with product updates and compatibility challenges, we can focus on what matters most: our clients.

Eliminating Budget Guesswork

Making More, Spending Less

Challenge

Budgeting for monthly service calls was a major area of frustration. It was nearly impossible to create and stick to a reasonable service budget. We had no basis on which to predict the number of service calls we'd have to make per month. We also didn't have a way to predict the expense level of each call which compounded the problem.

Solution

ITCubed did a thorough examination of our current system and worked to understand our major issues, frustrations and objectives. They provided us with a comprehensive solution that suited our tech and budget needs. We now have a flat-rate monthly service contract that's helped us remain economically efficient.

Result

Before partnering with ITCubed, our expenses were astronomical and unpredictable. Budgeting is a constant challenge for any business but using a managed service provider allowed us to translate an unpredictable expense to a fixed monthly cost. This has empowered us to plan successfully and re-direct our energy to increasing revenue.

Business Needs Advocate

Products We Need, Prices We Can Afford

Challenge

Technology is not our area of expertise. Before partnering with ITCubed, we were paying top dollar for incomplete products. This required us to invest too much money in multiple types of software and hardware, relying on their cumulative functions to meet our needs.

Solution

ITCubed works diligently on our behalf to negotiate and champion our tech needs. We depend on their expertise to help us navigate the hardware and software vetting process. They help us find comprehensive solutions at prices that suit our budget.

Result

We've seen a significant reduction in spending. ITCubed does the legwork and walks us through all our options. They help us find solutions that fulfill our needs without paying extra for unnecessary functionality. Working with a managed service provider has enabled us to make informed decisions and spend wisely.

"I'm running a large start-up business that's just a year-and-a-half old. If our system goes down, we lose customers. We now have an insurance plan in place with a team that's available 24/7 and knows exactly what we need when we call them. As we grow at a feverish pace, all the daily issues that would normally stop us in our tracks require just a simple phone call. We know we can count on ITCubed for lightning fast solutions."

Trey Newcomb, General Manager



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ITCubed offers affordable, commercial-level IT consulting, monitoring and troubleshooting for the Texas-based area. We pride ourselves in our ability to provide tech solutions our clients can actually understand. Our relationships with suppliers, knowledge of hardware/software, and understanding of the global delivery model enable us to handle any of our client's needs. We understand that in a technology-based world, it's imperative that our clients' systems stay up and running at all times. By streamlining operations and building fast, reliable networks, we allow our clients to focus on the most important thing of all: their business. We provide the support they need to achieve long-term success.

Contact us at 713-614-7323 to find out how we can help you improve your operations and make the most of your resources.