

MANAGED IT SERVICES FROM PC SOLUTIONS

IMPROVE EFFICIENCY AND SECURITY AT TREAN CORPORATION

Nobody likes waiting – and the employees at Trean Corporation, a reinsurance provider headquartered in Eden Prairie, MN, were especially tired of it. The time they were spending waiting to access files and print documents was slowing them down. The company's IT manager was tired of waiting, too. She wanted answers and action from her IT vendor, but was getting neither. So she turned to PC Solutions and found just what she was looking for: a responsive partner with the ability and determination to resolve issues.



Smooth-running networks significantly boost productivity and employee morale.

NETWORK PROBLEMS

Before Trean Corporation hired PC Solutions to provide managed IT services in April 2008, the network at Trean's headquarters facility had been a source of complaints, performance problems and stability issues for two years. During that time, the company's IT vendor was unable (and at times, seemingly unwilling) to find the cause and remedy the situation.

"The system was so slow that there were times when it would take employees 10-20 minutes to open a simple Microsoft Excel document," said Sheila Taranik, Staff Accountant at Trean who also functions as IT Manager. "Our people weren't able to get their work done – and neither was I when they'd come to me in frustration." Taranik began searching for a comprehensive managed IT services provider. When she met with PC Solutions, she was struck by the company's approach.

"I met with five IT companies during our search for a new vendor and PC Solutions was the only company that interviewed me. PC Solutions asked about our IT problems and what we needed. The other four companies were all just trying to sell us something without understanding our situation," Taranik said.

COST EFFECTIVE SOLUTION

PC Solutions began by analyzing Trean's network to look for bottlenecks and evaluate stability. PC Solutions determined that the existing server was not able to handle

the volume of requests at certain times of the day. As employees attempted to print documents, retrieve email messages or access information on the server, these requests would stack up, causing the server to slow to a grinding halt. PC Solutions evaluated hardware and software considerations and recommended upgrading the server drive subsystem, which resolved the problem immediately and was significantly less costly than a wholesale server replacement and data migration.

“ ”

PC Solutions asked about our IT problems and what we needed. The other four companies were all just trying to sell us something without understanding our situation.

"Our previous IT vendor couldn't or wouldn't fix the problem. When we told PC Solutions what kind of issues we were experiencing, they were able to diagnose the problem fairly quickly. We discussed several options and chose the most economical one, which was to upgrade the server. I appreciate that PC Solutions offers a range of options for resolving issues – not cheapskate solutions, but good, reliable choices," said Taranik.

continued >

SAVING TIME AND MONEY

When the server was underperforming, Trean was losing approximately 25 hours per day of productivity as employees waited for the information they needed to do their jobs. Now that the server is operating efficiently, the company is saving hundreds of dollars each day in reclaimed work time as employees are able to focus on serving their customers. [Note: for review/approval purposes, 25 hour calculation is based on 50 users x 10 minutes of unproductive time x 3 times per day = 1,500 minutes / 25 hours]

IMPROVING PERFORMANCE AND SECURITY

PC Solutions also installed a new backup system to improve overall performance at the company. When PC Solutions arrived on the scene, they discovered that the entire Trean network was being backed up on two 500 gigabyte USB drives, which meant their risk of an unsuccessful data restoration was relatively high. PC Solutions installed a faster backup system with more capacity so that now much more data can be backed up in less time with a deeper historical archive (four months instead of a few days). PC Solutions also has made other adjustments to improve performance and data security, which has given Taranik peace of mind.

In addition to resolving network, server and end-user issues, PC Solutions also provides strategic IT planning services to Trean. PC Solutions has suggested migrating internally some systems that are currently externally hosted in order to save the company sizable monthly fees. PC Solutions also has helped upgrade IT capabilities at Trean's Kansas City location. Based on PC Solutions track record of responsiveness and sound advice, Trean has come to rely on PC Solutions as its primary IT partner. Before hiring PC Solutions, Trean had seven IT vendors with tasks spread across the various providers. Now Trean is consolidating its IT support needs with PC Solutions.

PERSISTENCE AND PARTNERSHIP

"I like the fact that PC Solutions doesn't give up – if there's an issue, they're going to work until they know it's resolved. They are persistent and are continually proving their value to us. With PC Solutions, we have a sense of shared risks and rewards that extends down to the month-to-month contract structure we have in place. Every other IT company we interviewed wanted at least a one-year commitment, but PC Solutions is so confident in their ability to deliver that they provide service on a monthly basis. They demonstrate their worth every month through their responsiveness and technical capability. It is a pleasure to work with them," said Taranik.

“ ”

I like the fact that PC Solutions doesn't give up – if there's an issue, they're going to work until they know it's resolved.

How do PC Solutions' rates compare with other IT vendors Trean has used? Taranik says PC Solutions is competitively priced.

"We're not paying much more than we were spending with our previous IT vendor, but with PC Solutions we're really getting our money's worth. I've been so impressed with PC Solutions that I've referred others to them. Working with PC Solutions is so easy!" Taranik said.