

LEVEL PLATFORMS



How to reduce truck rolls and increase staff efficiency



"Level Platforms has allowed us to build a foundation of trust with our customers that have evolved into our becoming their entrusted IT system advisor."

Luis Alvarez, President
Alvarez Technology Group

Customer Testimonial

"We couldn't function without Alvarez Technology Group. I know that when I need help, I can count on them."

Robin Pearce, Office Manager
Ryan McDonald & Kincheloe

Partner Profile

Company: Alvarez Technology Group
Location: Monterey, CA
Years in Business: 6
Partner Since: 2006

Business Value

- Provided a competitive advantage and service differentiator
- New customer acquisition
- Increased recurring revenue

Stats at a Glance

Time Saved in Truck Rolls: 100 hours/year
Increased Staff Efficiency: 50%
Increased Sales: 20%



Business Challenge

The Alvarez Technology Group (ATG) provided premium IT service to its customer's and recognized that in order to take the business to the next level they would need to build the number of customers, without having to increase staff.

Partner Solution

ATG's flat-fee managed services offering, provides access to the exhaustive resources of their OpsCenter, a hybrid Network Operating Center/Help Desk, which is built on Level Platforms' Managed Workplace®. In the past, ATG would immediately dispatch a service representative to their customer site to solve an issue. Now, with Managed Workplace, ATG's OpsCenter remotely handles nearly 80% of all calls for assistance.

Benefits

ATG now has the ability to manage a more efficient business model allowing them to save over 100 hours per month in truck rolls and increase staff efficiency 50%. With the reliability Managed Workplace provides through the alerts and remote monitoring and management features, ATG has gained the trust of their customers. This trust coupled with Managed Workplace reports that provide greater insight into their customer's IT systems allows ATG to become an entrusted advisor and has resulted in an increase in sales at the minimum of 20%.

One Saturday, Luis Alvarez President of Alvarez Technology Group recalls receiving an alert for an Exchange server that serviced not only city hall, but also the police and fire departments. The ATG engineers worked all weekend on the data storage that had been corrupted. Since they had responded so quickly due to the alert, they were able to save the entire weekend's worth of email from being lost. Apart from the advisory email ATG sent to city hall advising reporting on the status of their server, city hall never would have known there was an issue.

Next Steps

ATG is in the process of developing a custom marketing campaign to attract new customers and build long-term relationships for its flat-fee managed services.

Corporate Profile

Alvarez Technology Group Inc (ATG) is an IT Solution Provider, that services more than 200 companies throughout California, specializes in helping small and mid-sized business to efficiently and affordably manage their technology infrastructures. ATG has grown to become the premier information technology solution; including network management and 24x7 monitoring, the integration of computers and telephones, along with data security and backup.