

## How to Improve Customer Service



*"Managed Workplace has helped us save our clients thousands of dollars with its remote monitoring capabilities. Our clients are now selling our services for us through recommendations!"*

- Steve Ferman, President  
Compunite Computers Inc.

### Partner Profile

Company: Compunite Computers Inc.

Location: Pine Brook, NJ

Years in Business: 18

Partner Since: 2005

### Business Value

- New customer acquisition
- Increased customer satisfaction
- Reduced troubleshooting time



### Business Challenge

A local car dealership experienced a power outage at 7:42AM. The loss of electricity meant the computer network was unavailable, just as 60 employees were about to arrive. The situation could have potentially cost the dealership not only lost revenue, but also thousand of dollars in salaries, operating costs, and lost productivity.

### Partner Solution

Compunite Computers had installed Managed Workplace to allow continuous remote monitoring and management of the dealership network.

A service engineer promptly notified the dealership owner. Grateful for the heads-up, the owner was able to plan employee activities around the issue, focusing on other tasks and projects that didn't require network access or electrical power.

Crews had restored power to the dealership by 9AM. By providing a consolidated and centralized view of the dealership network, Managed Workplace simplified the tasks for Compunite service engineers. Within 10 minutes of electrical power being returned, all network services were restored and servers checked for data corruption. Shortly after, the entire staff was able to perform its regular duties.

### Benefits

Managed Workplace helped Compunite extend a higher level of service to its customers and increase customer satisfaction.

In addition to helping improve response and resolution times during a failure, it also can alert to the need for pro-active care of network devices, ensuring customers endure the least amount of downtime possible.

### Next Steps

Referrals from the dealership owner and its employees will keep Compunite busy for many months.

### Corporate Profile

Based in Northern New Jersey, the staff of Compunite Computers Inc has approximately 100 years of combined experience in the design, implementation, and maintenance of computer networks.