

# CASE STUDY



## MAKUTA TECHNICS INC.

“What’s great about LEAP is they’ve got a knowledgeable group of people who at any time react quickly, and professionally, and stick with us until the problem is resolved.”

- Stu Kaplan,  
President, MAKUTA Technics.



#### CORPORATE OFFICE

8520 Allison Pointe Blvd #128, Indianapolis, IN 46250



PHONE 800-649-9446



WEB [LEAPMANAGEDIT.COM](http://LEAPMANAGEDIT.COM)

# RESOLVING FUNCTIONAL ISSUES AND ENHANCING TECHNOLOGY PERFORMANCE

MAKUTA TECHNICS INC.



## CASE STUDY

### CHALLENGE

MAKUTA faced several challenges, primarily revolving around the need for reliable and continuous IT support to ensure 24-hour data availability for their critical operations in micro molding of medical device components, automotive parts, and office automation products. Maintaining seamless functionality of servers, laptops, and Wi-Fi systems is crucial, and any downtime can significantly impact production and delivery schedules. MAKUTA needed an IT provider that not only responded quickly to issues but also proactively identified opportunities for improvement.

### SOLUTIONS

MAKUTA trusted LEAP Managed IT to configure a robust IT infrastructure with redundant systems and continuous monitoring to ensure 24-hour data availability and minimize downtime. LEAP also performed regular maintenance and timely upgrades of servers, laptops, and Wi-Fi systems to prevent potential issues. By fostering a collaborative relationship with the Ridiculously Helpful technicians at LEAP Managed IT, MAKUTA can stay ahead of technological advancements and continuously improve their operations.

### RESULTS

LEAP Managed IT provided MAKUTA with a robust and scalable IT infrastructure tailored to their needs, optimized network performance, and advanced software integration. This strong and adaptable technology foundation has enabled MAKUTA to function around the clock confidently, maintaining reliable operations in these critical industries.

[leapmanagedit.com](http://leapmanagedit.com)

### OTHER SOLUTIONS AND RESULTS INCLUDE:

1

**Around the Clock IT Support.** IT issues can arise at any time, not just during standard business hours. That's why the LEAP help desk team is available 24/7, including nights, weekends, and holidays. When MAKUTA encounters a problem or requires technical assistance, their requests are promptly addressed, ensuring minimal disruption to their operations.

2

**Friendly and Efficient Help Desk Interactions.** At LEAP, our support desk team is not only prompt but also exceptionally kind and helpful. Whenever MAKUTA reaches out for assistance, they are met with friendly, knowledgeable professionals who are dedicated to resolving issues quickly and efficiently. This ensures that MAKUTA's operations run smoothly, with a team that truly cares about their success.

3

**Enhanced Data Security and Minimized Downtime.** By implementing a comprehensive data backup and disaster recovery plan, MAKUTA has ensured quick restoration of systems in the event of hardware failure, data breaches, or other disruptions. This approach minimizes downtime, maintains continuous operations, and protects critical information, providing an additional layer of security and reliability.

