

IT SUPPORT FOR WINE TOURS COMPANY

PROJECT DETAILS



IT Managed Services, Cybersecurity,
IT Strategy Consulting



Mar 2023 - Jun 2023



Confidential

**“They are quick to identify
issues and offer solutions.”**

PROJECT SUMMARY

Bay Computing Group provided IT support for a wine tours company. The team streamlined the client's IT operations, consolidated their email system, set up a new VoIP system, and assisted with server updates.

PROJECT FEEDBACK

Thanks to Bay Computing Group's efforts, the client saved money on duplicate bills and services. The team also helped the client save costs on their VoIP system and improve their communication. Moreover, the client praised Bay Computing Group's quick responsiveness and teamwork.

THE CLIENT

Please describe your company and position.

I am the Director of Office Operations of a hospitality & leisure company

Describe what your company does in a single sentence.

Wine tours and transportation.

THE CHALLENGE

What specific goals or objectives did you hire Bay Computing Group to accomplish?

- **Overall Efficient IT Support**
- **Email System Consolidation/Optimization**



Director of Office Operations, Wine Tours Company



Hospitality & leisure



Napa, California

CLIENT RATING

5.0

Overall Score

Quality: 5.0



Schedule: 5.0



Cost: 5.0



Would Refer: 5.0



THE APPROACH

How did you find Bay Computing Group?

Referral

Why did you select Bay Computing Group over others?


- **Great culture fit**
- **Referred to me**

How many teammates from Bay Computing Group were assigned to this project?

1 Employee

Describe the scope of work in detail. Please include a summary of key deliverables.

Bay Computing Group took over our IT management and quickly offered recommendations on streamlining our IT operations as well as cost cutting measures with added efficiencies. Jeff specifically is helpful and approachable with all tech related issues, which is a breath of fresh air in the IT world. In addition to taking over day-to-day tech support, since onboarding they were able to:

- **Consolidate several internet/email services saving us a significant amount of money.**
 - **Set up a new VOIP phone system that is more streamlined for our business that costs a fraction of what we were paying before.**
 - **Assist with server updates and retirement of old tech equipment.**
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THE OUTCOME

What were the measurable outcomes from the project that demonstrate progress or success?

- **Consolidated email systems saving company money on duplicate bills.**
- **Smaller, but more efficient VOIP phone system saving company money on service.**
- **Streamlined communication resulting in greater satisfaction and less stress for our employees.**

Describe their project management. Did they deliver items on time? How did they respond to your needs?

Jeff with Bay Computing is quick to reply and completed all of the assigned projects so fast that our company was holding up the progress with their necessary responses for them to proceed with implementing the solutions.

What was your primary form of communication with Bay Computing Group?

- **In-Person Meeting**
- **Email or Messaging App**

What did you find most impressive or unique about this company?

You don't have to speak IT to be able to speak to them. They are quick to identify issues and offer solutions. If one member of the company doesn't know a solution, they are quick to help one another and therefore help us as the company hiring them. Their teamwork shines through.

Are there any areas for improvement or something Bay Computing Group could have done differently?

If you don't respond to their open ticket, their automated system continues to send you open ticket reminders. In a busy world, I don't always have time to respond within the day and the extra reminder the next day (or the next) can add stress to the fact that I didn't have time to respond. This method probably works for many people, so they don't fall off your radar, but it can be a bit stressful for me.