Total Networks

IT Managed Services for Hazard Response Provider

PROJECT DETAILS

🏷 IT Consulting & SI

📅 Apr. 2021 - Ongoing

💲 $10,000 to $49,999

❝ *"Total Networks consistently shows up on time and brings their expertise to the table."*

PROJECT SUMMARY

A hazard response company has entrusted their IT needs to Total Networks. The team sets up computers, telephones, and network- and security systems, relying on the client's authenticated shared drive.

PROJECT FEEDBACK

Exemplifying stellar technical expertise, Total Networks consistently meets the client's industry-specific standards with a solution-oriented approach, resulting in zero system downtimes. They work within quick turnaround times and promptly address their client's needs, ensuring a smooth engagement.

The Client

Introduce your business and what you do there.

I'm the office manager at Emergency Environmental Services, a hazard response provider.

The Challenge

What challenge were you trying to address with Total Networks?

We needed their expertise in IT managed services.

Noelle Cross
Office Manager, Emergency Environmental Services

Environmental Services

1-10 Employees

Mesa, Arizona

CLIENT RATING

5.0
Overall Score

Quality:	5.0
Schedule:	5.0
Cost:	5.0
Would Refer:	5.0

The Approach

What was the scope of their involvement?

Total Networks supports our IT efforts by setting up our office equipment, including our computers, telephones, and network- and security systems. We've given them access to our network drive to authenticate their solutions and provide them with any necessary documentation they need.

What is the team composition?

We mainly work with their technical support team.

How did you come to work with Total Networks?

I found them online while searching for potential IT providers to onboard for this project. Total Networks seemed like the professional and skilled team I was looking for, so hiring them was an easy decision to make.

How much have you invested with them?

We've spent between $10,000–$15,000 so far.

What is the status of this engagement?

Our ongoing engagement started in April 2021.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

We haven't encountered any system downtimes since we've engaged Total Networks — this speaks volumes about their technical capabilities and solution-orientedness. We're an emergency response company that heavily relies on accuracy and system preparedness, and their team strives to help us further our vision.

How did Total Networks perform from a project management standpoint?

We mainly communicate via phone calls and text messages. Total Networks is a highly responsive partner — we can always count on them to address our needs within quick turnaround times.

What did you find most impressive about them?

We've worked with many providers before, but only Total Networks consistently shows up on time and brings their expertise to the table.

Are there any areas they could improve?

They can consider expanding their team.

Do you have any advice for potential customers?

Be straightforward in highlighting your goals and trust their team to know what's good for your business.