

About Spencer Hallet Plumbing & Heating

Spencer Hallett Plumbing & Heating provides full-service plumbing maintenance and repairs. We offer a reliable, convenient, and affordable service to both residential and commercial customers. From leaking faucets to fixture replacement or complete houses, our trained and skilled technicians can diagnose, and repair all plumbing needs.

Past Technology Environment:

We felt great frustration with our IT. It was disjointed, software applications did not work together, and we were continuously trying to solve IT issues ourselves. The IT help we had was very unresponsive and could not resolve the issues, it was just a matter of time before they would repeat, or the next issue would present itself.

What challenges/problems prompted a change?

Our greatest difficulty was getting service when we needed it. This by far was the most frustrating part of paying for IT help, considering the IT problems were not solved repeatedly. Upon meeting I.T.WORKS!, our initial conversation was that “We just wanted **IT** to work.” and needed to get out of the mode of dealing with constant IT issues. We liked the focus of resolving IT issues proactively, and they seemed to have the technical knowledge to understand how to resolve our issues

What were you looking for in a solution?

We wanted IT to function, so we could work and have the technology support our day-to-day business the way we were hoping it could.

What made our solution stand out over others that you researched?

The all inclusivity (proactive maintenance verses the break-fix we were dealing with) and the promised responsiveness. We had never heard of a proactive approach to solving technology issues, we liked that aspect. There was also a shift in perspective. At first, we felt the issues needed to be resolved in person, however, they proved that most could be accomplished remotely and done right.

I.T.WORKS!
managed **IT** services



What feature of our service was most appealing?

We wanted to stop worrying about IT issues and focus on the work that needed to be done.

How was the implementation of our solution?

The implementation was easy, initially there were kinks that were worked out with the current situation. Skilled engineers were onsite to get systems up and running. Where persistent problems lingered, I.T.WORKS! read the manual and reached out to software vendors to gain understanding as to how to make sure the products worked as needed without issues.

What was the initial reaction to our service?

I was absolutely blown away with the fact that everything promised was delivered and that my IT could continuously work without issue.

How has our service helped since implementation?

The service has been continued perfection; our business can focus on business.

What have you been most impressed with?

The positive attitude of everyone we interact with at I.T.WORKS! It makes such a difference when a request is responded to with positivity. That is not something you find in every business, and it means a lot to us.

I.T.WORKS! business model is the perfect IT solution, their responsiveness, positive can-do attitude, technical savvy, keeps my business running perfectly. I have never worked with a better run company, no matter the trade.

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