



MANAGED IT & WORKFLOW OPTIMIZATION

MULTI LOCATION GLASS SHOP

SUPERGLASS

**CAMPBELL
CALIFORNIA**



Workflow Optimization for Glass Company

PROJECT DETAILS

- A IT Managed Services
- B Feb 2012 - Ongoing

"Staff are extremely intelligent, pleasant to interact with, and customer-driven."

PROJECT SUMMARY

TruAdvantage was hired by a glass company to help optimize their internal processes. The team also handles the overall IT and cybersecurity efforts of the client.

PROJECT FEEDBACK

Thanks to TruAdvantage, the client continues to experience peace of mind when it comes to the security of their company. The team prevents any security incidents, ransomware, and etc. Their optimization also helps in increasing the revenue and profit margin. Communication is their strongest area.



The Client

Please describe your company and your position there.

Established in Campbell, California in the summer of 1986 our company has grown into a team of professionals serving luxury homes and commercial real estate throughout the Bay Area. I serve as the Chief Operating Officer, which includes the IT operation.

E COO, SuperGlass Company
G Consumer Products
F Campbell, California

The Challenge

For what projects/services did your company hire TruAdvantage?

We brought TruAdvantage on board back in February 2012. As our company was growing, we needed support with proving remote workflow optimization with our field installers along with overall IT and Cybersecurity of our company. We had a part-time IT admin but concluded the part time resource was not sufficient anymore and our needs had outgrown our part-time, one-man resource.

What were your goals for this project?

We asked TruAdvantage to deliver 3 goals for us:

CLIENT RATING

5.0
Overall Score

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



The Approach

How did you select TruAdvantage?

TruAdvantage was referred to us after I asked around in our network of businesses for a reputable IT company. I interviewed two other IT companies along with TruAdvantage. I was impressed by their processes, communication, and range of solutions. It was an easy decision and a good one. They have been our IT team since February of 2012.

Describe the project in detail.

The workflow optimization started with their team interviewing our field installers and auditing our install process. They created a Scope of Work (SOW) presenting the solution that included installation of 2 remote desktop (terminal) servers for redundancy.

The RDP solution was tested by our sr. installers and gradually was made available to all of our installers. We also went through the full onboarding of their Managed IT (called TotalCare). The onboarding process took about two weeks and during that process all of computers were integrated into their TotalCare monitoring system. The process was very smooth with no downtime.

What was the team composition?

Overall, their support team for our company consist of their dispatch manager (Karen), our primary engineers (Joe and Erik), our service manager Justin and our client success manager or CSM Iman Oskoorouchi.



The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

Peace of mind: Having TruAdvantage as our IT partner for the past 9 years has impacted our company greatly. First and foremost, management has peace of mind about security. We have not had any security incidents, ransomware, etc . Staff are being trained and tested on a regular basis.

Faster installs: Their remote solution for our field installer had made our installs faster with less errors and issues. That has increased our revenue and profit margin. Impeccable support and process: Our admin staff and field staff have access to live IT support, so we feel like we have our own IT team. Their continuous strategic guidance and projects have kept our operation efficient and lean.

How effective was the workflow between your team and theirs?

Communication is one of the strong areas of the TruAdvantage team. During the project, we had weekly updates on the progress of the project to make sure everybody was on the same page.

For support, every issue they resolve allows us to provide feedback so if something is not done satisfactorily, we have a way of letting them know right then and they act on it. We also have our quarterly high-level meetings with our client success manager, Iman. Great meetings to review and align our business goals with our IT strategy.

What did you find most impressive about this company?

Top 3 I can list here are



Are there any areas for improvement?

Nothing major that I can think of. Here and there some issues might not get resolved to our satisfaction. We provide feedback and they rectify it in a timely manner.

