

Social Circle ACE Home Center

- BUSINESS TECHNOLOGY CASE STUDY -

THE CLIENT

INDUSTRY: Hardware & Building Supply
REVENUE: <$33 million
TEAM SIZE: 68 (48 Computer Users)
LOCATIONS: Multi-Building Location in Georgia

THE SITUATION

- Phone system sustained lightening damage and network infrastructure was outdated. Customers were experiencing significantly long hold times leading to customer dissatisfaction.
- The previous Business Phone Service company had gone out of business and the customer wanted to transition away from handling I.T. issues in-house.
- The business has several buildings requiring a well planned fiber optic, wireless and traditional cable network.
- The business utilizes industry specific, franchise approved line of business software

THE CLIENTS WORDS

With ITVantix as our Managed Voice Services partner, we have been able to improve our customer and employee experience.

Our I.T. and Phone systems have never been as reliable as they are now and their friendly engineers are always available whenever we need help.

I highly recommended them!

Joel Clegg
Owner



HOW DID WE HELP?

The busy folks at Social Circle Ace Home Center had been battling with bad I.T. systems and a business phone system that had began to fail and could no longer be serviced.

We immediately helped them transition to a new Voice-over-IP (VoIP) phone system and began replacing their network switches with a reliable system we could remotely manage.

- We migrated them to MAXX Voice and immediately improved customer satisfaction
- We set their team up to be able to take calls while roaming the store freeing them up from having to take calls only in their office or at the service counter
- We expanded their network and repaired fiber optic connectivity between their buildings
- We eventually hooked them up with our fully managed & friendly MAXX Care Managed I.T. Service and implemented our preferred suite of Cybersecurty tools to help them avoid future Ransomware or Cybersecurity incidents

With ITVantix providing I.T. and Phone System Support, Social Circle Ace Home Center is able to focus on what matters most...their customers!

CALL US ON (478) 257-4373 TO FIND OUT HOW WE CAN HELP YOU!



*Our team would LOVE to help you with your IT. Give us a call on **(478) 257-4373** and let's have a quick 10-minute non-salesy chat!*

MAXX
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MAXX

ITVantix
We Manage Technology