



For over 20 years, SWOS has been both a leader and an innovator in fiber rope fabrication. When technology issues would arise, employees would do their best to try to fix the problems, but IT was not their expertise. After experiencing too much downtime, SWOS turned to Star Managed Services to accommodate their IT needs so they could focus on managing their business and not their IT.

## PROBLEM

Before meeting Star Managed Services, SWOS was spending time trying to fix their technology issues rather than focusing on daily responsibilities needed to run their business.

Their technology was a bare minimum system that was reactive, rather than proactive. The IT support was internal from an employee without the knowledge or experience needed to operate the IT needs of the business.

SWOS was missing quality IT support and operations.

*"Nobody wants to operate a business on bare minimum necessities. It affects every aspect of the business. If we want to put out a quality product, we need a quality resource."*

- Whitney Baker, SWOS

## SOLUTION

SWOS needed professionals to take over and turned to Star Managed Services.

SWOS now has a proactive program that fixes their technology issues before they become problems. Star Managed Services implemented a comprehensive Managed Network Services program that included a help desk for end user support, 24/7 remote monitoring and security management. They also receive technology consulting from a dedicated Virtual Chief Information Officer.

SWOS has several employees who travel and when they run into a technology problem on the road, Star Managed Services' help desk makes it much easier for them to get IT issues solved. They no longer have to rely on internal resources to try to help them. Plus, with the help desk, SWOS can typically be up and running within minutes.

SWOS can now focus their time and energy on their business, and not their technology problems.

*"The major positive to joining with Star Managed Services, is the relationship that has developed. We think of them as a partner and they go to bat for us when we have an IT issue that needs to be resolved."*

*I have complete confidence with the quality of service and knowledge I have received from them."*

- Whitney Baker, SWOS

## OUTCOME

After partnering with Star Managed Services, SWOS can now spend more time focusing on their daily responsibilities and running their business. The IT environment is much smoother and any IT issues can be resolved quickly, minimizing any downtime. Star Managed Services is a trusted advisor to SWOS. The partnership ensures that the business goals of SWOS are achieved through efficient technology.

*"I absolutely would recommend Star Managed Services, I always do! I share our experience and success with several companies in our industry. I have no complaints."*

- Whitney Baker, SWOS

**For over 25 years, Stargel Office Solutions has been servicing the Houston area with a track record of responsibly implementing technology to improve clients' business.**

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