



Star Managed Services Helps AUC Proactively Dodge IT Issues and Minimize Downtime

AUC Group has years of experience in wastewater treatment, offering temporary and permanent treatment options ranging from large, field-erected treatment plants to flexible, modular plants. The Texas-based company has successfully completed more than 1,500 wastewater treatment plants, from 5,000 gallons per day to over 1,500,000 gallons per day—and when a hard drive failure shut the business down for three days, AUC turned to Star Managed Services—a division of Stargel Office Solutions—to maintain their technology systems and maximize uptime.

“Star has provided us with managed network services and help desk support that have greatly improved our efficiency,” says Jim Rodgers, Chief Operations Officer and Chief Financial Officer at AUC Group. “Not only has the company helped us avoid further system shutdowns, but our employee productivity and morale have increased as well.”

Star Managed Services manages AUC’s entire IT and network infrastructure, monitoring each device and taking a proactive approach to technology problems by remediating issues before users experience any downtime or interruption in service.

“In one instance, I received an email from Star stating we had experienced another hard drive failure over the weekend,” Rodgers explains. “The technician had already ordered the replacement drive, had an expected delivery date and time and did an excellent job of keeping us up-to-date with everything that was happening. We experienced no downtime—that’s great service!”

In addition to providing proactive IT and network services, Star brings additional value to its customer base by scheduling quarterly business meetings and reviews, and leveraging device and network data to help AUC capacity plan and budget their needs in advance.

“The quarterly meetings allow our management to address any issues and plan capital improvements and moves in our organization, as well as receive detailed reporting on each of our devices,” Rodgers notes.

“We really value the relationship we have with Star Managed Services, and we plan on being a lifelong customer,” he adds. “Our IT systems have far more uptime today than in the past, and we now know our systems can be restored and recovered extremely quickly should any issues or downtime arise.”



Company

AUC Group
Houston, Texas

Website

www.aucgroup.com

Business Challenge

After the business shut down for 3 days due to an IT glitch, AUC knew they needed to outsource a fully managed system that could prevent not only disruption but potential catastrophes.

Solution

Stargel Office Solution’s managed IT services offerings, including Remote Monitoring & Management, Help Desk support, and Backup and Disaster Recovery

Results

Star empowers AUC to improve efficiency and employee productivity, eliminate downtime, and drive the company’s ROI and scalability.

