

Sagiss' IT Support Keeps TA Services Moving

As a transportation broker with a strong online presence, TA Services counts on its technology to accept and distribute loads. In short: If the computer system goes down, TA Services can't operate.

Because TA Services' IT systems are so integral to its business, the company chose to find an external partner for its IT management rather than hire an in-house IT director who could potentially leave at any time, leaving the company's technology infrastructure vulnerable.

TA Services retained Sagiss in 2009, after a longstanding relationship with another IT managed services provider began to decline. Sagiss' first task was to assess the company's servers and individual workstations, then to repair any problems and perform necessary updates to ensure companywide consistency. Although co-owner and Chief Financial Officer, Joanne Porritt, was nervous about making the provider switch, Sagiss worked hard to ensure a smooth transition.

"Sagiss spent a good five hours one evening completing the move and changing passwords so as not to disrupt our employees during the work day, then two Sagiss technicians were here on-site the next morning, for the full day, to handle any issues or questions that might have come up," she says. "Sagiss had done a lot of work in the background ahead of time to understand how we operate and to map out our systems and network. As a result, the transition went smoothly."

Fast Response

With the network and workstations uniformly healthy, Sagiss began proactively monitoring and maintaining the systems and responding to employee requests for technical help. Today, TA Services' employees can request service by phone or simply by clicking a desktop icon. The system allows for management to approve any support request before Sagiss acts. Sagiss' response time averages about two minutes to review a support ticket.

Each request is assigned a ticket number, and resolution is carefully tracked. Thanks to Sagiss' ongoing remote monitoring, which resolves most issues before they become problems, employee-requested tickets average less than four a week.

In addition to remote network monitoring and responsive technical support, Sagiss provides an on-site technician every two weeks to tackle any additional issues or new needs that may arise. Ongoing reporting and quarterly business reviews keep management apprised of Sagiss' progress and the IT systems' health.

"Irreplaceable" Service

TA Services especially appreciates Sagiss' openness and transparency. "With our past IT provider, we didn't know which computer did what or what server housed certain information, so you really were at their mercy. They weren't willing to share those details with us," Porritt says. "With Sagiss, I can get into the system and actually see what progress has been made on any

given ticket as well as the overall monitoring and updates that have occurred. As far as tracking, I'm very impressed."

Management also values the fact that Sagiss explains complex technological issues in layman's terms. "They're very professional, detail-oriented and easy to get along with. Sagiss has become a trusted advisor for us rather than merely a service provider."

To TA Services, Sagiss has become a valued partner they can rely upon to keep their systems running and profitable. "Sagiss' service is irreplaceable, as far as I'm concerned," Porritt says. "I'd have no reason to look for anybody else."

About Sagiss

At Sagiss, we're IT experts with business sense. Since 1992, Sagiss has provided peace of mind in technology for Dallas-Fort Worth businesses. Through expert planning, management and support, Sagiss is your trusted IT partner. From strategy and maintenance to around-the-clock response, Sagiss keeps your network safe, efficient and effective. Our goal: to boost your growth and productivity with smart, hassle-free IT solutions.

For information, please visit www.sagiss.com or call 214.276.5976.