

## **A Relationship Built on Trust: Sagiss and Paris Texas Hardware**

Faced with an emergency IT situation after letting its IT consultant go in 2005, Dallas-based Paris Texas Hardware needed help – fast. Based on a recommendation from another company, the drapery hardware company contacted Sagiss, which responded immediately by sending experienced technicians to the office to provide resolution quickly.

In the years since, Matthew Gabay, Paris Texas Hardware's chief operating officer, has developed a strong relationship with Sagiss. The firm now supports 24 users as well as the company's network and overall IT infrastructure.

### **Prompt, Responsive Resolution**

Over time, Sagiss has installed new servers, transferred data, updated the firewall, and improved the screening of e-mails for the company. All the while, Sagiss has proactively monitored the company's network and workstations to ensure that important data is backed up off-site and memory is optimized.

Sagiss also provides immediate response to employee requests for technical support, which come either by phone or through a simple interface on each employee's workstation. Sagiss resolves these issues quickly, either remotely or in-person when necessary. A technician visits the office every other week to address any non-urgent concerns or new requests.

"I'm impressed with the knowledge and number of the people Sagiss has," he says. "Having multiple minds working on a problem or creating a strategy is a great asset. We have yet to give them a project that they haven't been able to resolve. They persevere. If I have an issue, they come through for me."

### **A Tremendous Value**

Quarterly business reviews keep Gabay updated, while annual meetings at budget time afford Gabay a chance to review Sagiss' recommendations for future IT investments. Gabay has come to trust that Sagiss will be respectful of his time as well as a careful steward of the company's financial resources.

"I know they're not going to recommend anything we don't need," he says. "There is common ground and understanding of our business needs, philosophy and culture. They are a team player and are not trying to nickel and dime me."

Gabay has also been impressed with the Sagiss representatives' professionalism, people skills, and ability to explain complex technical issues in plain English. Overall, Gabay views the company's partnership with Sagiss as a "tremendous value."

"We would need a full-time IT person on staff to do what they do, but that person would be hard to find as the person would need to have a significant background in so many areas," Gabay explains. "They wouldn't be able to do what Sagiss does, and if they did, I couldn't afford it. What I pay for Sagiss' knowledge and my peace of mind is well worth the cost."

## **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](http://www.sagiss.com) or call 214.276.5976.