

How to Alert Customers *Before* Trouble Arrives



"Level Platforms has been very helpful and supportive in our growth."

- Brian Swanson, President
SRV Networks

Partner Profile

Company: SRV Networks

Location: Chicago, IL

Years in Business: 10

Partner Since: 2006

Business Value

- Retained existing and acquired new customers
- Increased sales of traditional products and/or projects
- Reduced operating costs



Business Challenge

Considered a proactive solution provider to small and medium sized businesses (SMBs), SRV Networks sought a tool to differentiate itself from competitors.

Partner Solution

Most SMBs lack the financial and staff resources necessary to manage IT infrastructure. The search for a differentiator led SRV Network to discover the capability of Managed Workplace to monitor and control multiple customer networks remotely.

By working closely with its Business Development Partner SRV developed a plan to move from a maintenance contract model to a managed services model.

Benefits

The higher level of service allowed by managing and supporting customer's networks 24/7 not only helped SRV Networks retain its existing customer base, but also to increase sales, while reducing utilization rates and operating costs.

Next Steps

With its new financial gains SRV Networks plans to hire additional sales and technical staff to meet existing demand and continue expansion. New staff resources will also help SRV roll out remote monitoring and management services to more customers. The firm expects operational costs to further decrease as its customer base increases.

Corporate Profile

As a Microsoft Certified Small Business Specialist, SRV Networks has been providing quality IT services for over 10 years to SMBs in metropolitan Chicago and surrounding areas.