



## CASE STUDY:

# Insurance Provider TWS Dramatically Reduces IT Support Costs and Downtime

*“Halski reduced our IT support costs by 26%. And I can’t complain about a 5-minute turnaround time when it comes to their responding to support requests.”*

— Tracy Renaud, Controller for TWS

### The Halski Results

- ✓ Insurance provider lowers IT support costs by 26% (almost \$10,000 a year).
- ✓ Support request turnaround time is reduced from hours to minutes.
- ✓ Halski delivers solutions to problems without being asked, even solutions where they don’t stand to collect a huge fee.

### The Challenge

Turner, Wood and Smith (TWS) has over 100 years of experience providing insurance services to Northeast Georgia. As the largest provider in the area, TWS needed an IT partner to keep their agency management system operating at peak efficiency. But their first vendor could take up to 4 hours to respond to support requests. And they would bill TWS for even the smallest tasks—such as simply leaving a voicemail.

A colleague recommended Halski to Tracy Renaud, Controller for TWS. She definitely was not disappointed with her first Halski experience. “The first time I emailed with a support request illustrated a dramatic difference,” related Renaud. “I emailed, and they emailed back. I went for a cup of coffee, and when I returned there was already someone in the office working on the issue. It was a total of about 5 minutes, which really demonstrated to me the benefit of having a local service provider.”

Halski maintains the technology infrastructure at TWS including:

- system optimization
- network support
- software upgrades
- maintenance of Blackberry® servers
- network security
- updating virus definitions
- data backup
- disaster recovery planning

What’s unique about Halski’s approach is that they were willing to tailor their pricing structure to best fit within the TWS budget. But Renaud feels it’s not just the savings that prove the value of Halski stating, “Halski came up with disaster recovery scenarios and demonstrated new free software for us, even though they didn’t stand to make that much from the services. They simply did it because it would help us. The entire team at Halski knows our business, so any one of them can jump in to solve a problem. They view our technology issues not as a job, but as a challenge. It’s this type of attitude that really saves me time, hassle and headaches.”

### About Halski Systems

Halski Systems provides network design, installation, administration, and consulting services to small, mid-size and enterprise level businesses. We offer a full range of customized, flexible IT solutions—including robust technologies such as Cisco®, Dell, Microsoft® and Citrix—that meet each client’s individual needs.