MSP COUNTS ON US SIGNAL TECHNICAL SUPPORT TO DELIVER ON ITS COMMITMENT TO CUSTOMERS

EXECUTIVE SUMMARY

Customer:
Kilpatrick IT Solutions

Location:
Merrimack, NH and Portland, ME

Industry:
Managed Services/Technology

US Signal Services

+ Infrastructure — Virtual Servers

Results

+ Reliable, Immediately Available Support;
  Cost Savings

About the Customer

New Hampshire-based Kilpatrick IT Solutions is a managed services provider (MSP) serving small- and medium-sized businesses throughout the northern New England area. The company offers a wide range of cloud and on-premise solutions, enabling its clients to use the latest technology to run their businesses more efficiently. At the same time, those clients also enjoy enterprise-class security and optimal uptime.

The Situation

Kilpatrick IT takes pride in delivering high-quality customized solutions and personalized support. It considers itself to be unique because it doesn't just provide IT services. It helps customers grow their businesses.

Kilpatrick IT also delivers peace of mind through the reliability of its services and support. Its clients can rest easy knowing that their network will always perform exceptionally, and their businesses will have the technology-backed tools to outperform their competitors with ease.

Not surprisingly, there's a lot riding on the quality of services and support Kilpatrick IT receives from its technology partners. In order for the managed services provider to deliver on its promises to its clients, its partners have to deliver on theirs as well.

Kilpatrick IT had worked with numerous data center providers in the past. Unfortunately, the support at those companies had been less than desirable. The costs were high. Delivering on their promises was hit or miss.

Kevin Kilpatrick, the company president, had met someone at US Signal years ago. The two had stayed in touch. So, when he decided it was time for his company to partner with a different data center provider, he called US Signal.

The Partnership

While Mr. Kilpatrick had confidence in his US Signal contact, a relationship with one individual isn't enough to base a business relationship on. The decision to work with US Signal was ultimately based on the level of support it delivers to managed services providers like Kilpatrick IT.

That includes having technical support available 24/7/365 from expert solution engineers based in Michigan, not overseas. Calls are answered quickly – typically within 30 seconds. The people answering the calls are trained to deal with the issues. And if they can't, they can quickly get someone on the phone who can.

As Mr. Kilpatrick noted, "Their techs are very well versed in our infrastructure and can help at moment's notice."

Currently, Kilpatrick IT counts on US Signal for providing hosted virtual servers for its infrastructure. They're secure and powered by US Signal's wholly owned fiber network. That enables the managed services provider to offer its clients reliable hosted application and desktop services — and ensure they're backed by around-the-clock expert support.

The Benefits

According to Mr. Kilpatrick, his company has seen its IT costs decrease since teaming up with US Signal. But it's the prompt support US Signal provides that has proven to be one of the greatest advantages of the relationship.

"We can make quick configuration changes without having to wait. This has helped with some of our clients who had unexpected data increases in their environments. We were able to add storage on the fly, avoiding out-of-space issues. That helps build trust, and that's what keeps clients coming back.

"We also received assistance with the initial setup of our infrastructure. That helped us optimize performance, which also boosts trust and reduces costs," he adds. "US Signal has been excellent to work with and has a staff with deep knowledge of the equipment and software that we utilize."

When asked what he likes best about working with US Signal, Mr. Kilpatrick again points to the support. "The staff is very friendly and expert in the systems that we use. If we have a task or just a question, we can give them a call and have and answer quickly."

Learn More

To learn how teaming up with US Signal can benefit your company, call 866.2.SIGNAL or email us at info@ussignal.com.