

THE  COMPANY

is about

communication.

George Armour Ewart, Architect

A Case Study

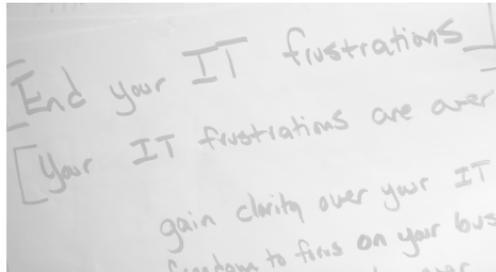


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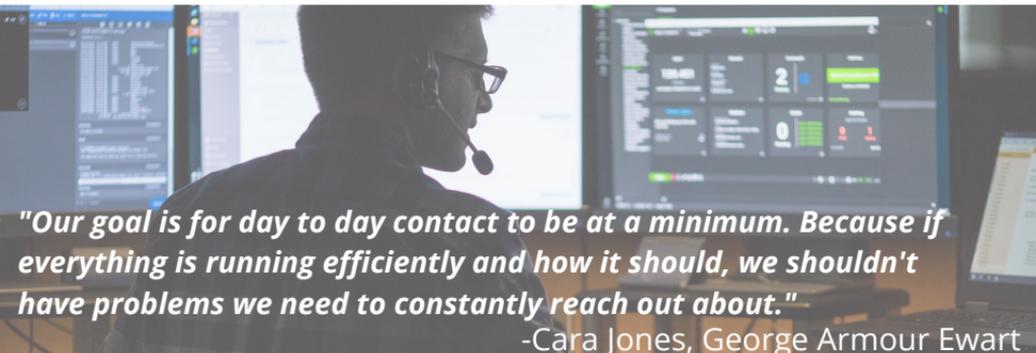
Since 1996 George Armour Ewart, Architect has been working on design projects in a multitude of different fields. As architects, they guide their customers from start to finish of the project, remaining in constant communication throughout the process. They emphasize communication with their customers to ensure the final product meets their expectations. As a company who knows the value of communication and takes the responsibility of communication seriously, they recognize the importance of having strong communication with their I.T. department.

Prior to hiring The IT Company, George Armour Ewart, Architect outsourced their I.T. to another I.T. provider. Because they don't have an internal I.T. person, they depend heavily on their I.T. provider to fix any I.T. issues and for the process to be efficient. The issues George Armour Ewart, Architect were experiencing were repetitive and they found they were having to make multiple calls, multiple times a day. Because of the lack of communication, George Armour Ewart, Architect found they were constantly having to repeat the problem to different employees. It felt as though they were being passed around and each person they talked to was on a different page. The time spent accommodating for the lack of communication was causing a lack of efficiency internally and they knew it was time to make a switch. They turned to The IT Company.

From the very beginning of the migration process, The IT Company team has taken the weight of I.T. off of George Armour Ewart, Architect's shoulders. By communicating consistently internally, as well as communicating the migration plan with George Armour Ewart, Architect, we have worked to ensure they can have peace of mind with their I.T. in our hands.



While George Armour Ewart, Architect made the switch to The IT Company only a short time ago, we have been able to solve issues that they had been experiencing for some time. They have been grateful for their Project Manager's attentiveness and willingness. George Armour Ewart, Architect is optimistic that as their journey with The IT Company continues, they will see overall improvements in efficiency.



"Our goal is for day to day contact to be at a minimum. Because if everything is running efficiently and how it should, we shouldn't have problems we need to constantly reach out about."

-Cara Jones, George Armour Ewart

THE PROBLEM:

- Repetitive problems continually resurfacing.
- Lack of communication within I.T. department leading difficulty getting issues solved efficiently.
- Lack of communication from I.T. department to George Armour Ewart, Architect.

THE SOLUTION:

- Solve issues completely. Look at the root of the issue to solve not just the surface level problem.
- The IT Company's technical team meets every morning and afternoon to ensure everyone is aware and on the same page.
- Be available. Communicate changes and updates. Check-in periodically even when no issues are present.

THE OUTCOME:

With a high level of communication within The IT Company, as well as with George Armour Ewart, Architect, we look forward to being a reliable, efficient and diligent I.T department. By doing so, we intend to continue ending their IT frustrations and help George Armour Ewart, Architect achieve the most successful business outcomes possible.



George Armour Ewart, Architect is a skilled and renowned firm in Knoxville, Tennessee. Working on design projects in a variety of fields, their expertise and experience is wide. They work with the most responsive and knowledgeable structural, mechanical and electrical consultants. By remaining in constant contact with the customer, they ensure that the final product meets, or exceeds, your goals and expectations.



THE COMPANY

The IT Company is a boutique Cloud and Managed IT Provider in Knoxville, TN. Our Mission is simple: Happy Customers.

We know that IT should help your business, not hold it back. We understand how crippling and critical IT problems are, which is why we've built a proven system optimized to reduce problems.



We partner exclusively with companies who have very little tolerance for downtime, are in High Security and/or High Compliance industries, desire 24/7/365 service and are expecting trust and happiness in their IT partnership.

