Case Study
OnServe Keeps Global Manufacturing Firm's IT Systems Up and Running

James Ross, founded in 1959 and located in Brockville, ON, designs and manufacturers machinery for its global customer base in the pulp and paper industry. Their products have an outstanding reputation in the field due to their unique designs and high quality.

In October 2006, James Ross reached out to OnServe after their I.T. person left the company; and fortunately, OnServe was able to fill in and provide the I.T. services and support necessary to keep their business functional and profitable.

As a busy manufacturing firm with customers all over the world, James Ross leverages information technology to stay in constant communication with their customers while ensuring orders are fulfilled on-time. When downtime occurs, they're unable to continue operations and serve their customers effectively.

The Situation: A Need for Proactive I.T. Services & Support to Keep Their Team Members Productive & In Constant Contact With Their Global Customer Base

Once their I.T. person left the company, James Ross started searching for an I.T. support company to outsource their I.T. needs – ultimately reducing costs and ensuring I.T. reliability. After meeting OnServe and discussing managed I.T. services, James Ross felt comfortable with their decision.

Ted Pixley, Customer Service Manager at James Ross, explained their wide range of I.T. needs, *"As far as our technology goes, we have our daily communications – our email, database servers, and file storage. From an engineering standpoint, we're heavy in engineering with custom designs, so we have a lot of high end PCs, local computers, and servers to host the CAD applications and such."*

The Solution: Managed I.T. Services from a Capable & Knowledgeable I.T. Support Company That Stays Up-to-Date on the Latest Technologies

Since working with OnServe, James Ross' team members are able to rest assured knowing their networking infrastructure can support them while they're performing the duties they're hired to perform. Ted explained, *"I handle I.T. but it's a part-time hat. I manage customer service but I'm also knowledgeable regarding computers, so I take care of some of the internal issues, small day-to-day quick to fix problems."*

He continued, *"OnServe looks after all of the servers and the day-to-day work I don't have time to look at. It lets me focus on the customer service side of things, which is important to keep our business going. It's almost like working with someone internally; the relationship feels very easy and comfortable. It makes things easy."*

OnServe provides fully managed services, including unlimited tech support, planning and consulting for migrations, disaster recovery planning, and network security services. Ted expressed his appreciation, *"Everything runs smoothly. For me, it's great that they monitor our servers 24/7 and I know they're always up and running. They provide a system that's redundant and reliable so we don't have to worry."*

He continued, *"I'd highly recommend them! They're capable, knowledgeable, and up-to-date on all of the products and technologies out there. If you're looking for an I.T. support company, I'd say they worked out quite well."*

Interested in learning more about how your business can benefit from our managed I.T. services? Give us a call at 877-996-6622 or send us an email to info@onserve.ca.

OnServe is the leading IT support company for manufacturing businesses throughout Ontario.