# THE CHALLENGE:

If this story were a book, the title would be: *Confessions of a Former IT Guy*. And their engineering manager would be the main character.

Our manufacturing client in Tinley Park chose 3Points to revamp the family-owned business' computer network and maintain it under the Gold monitoring program. He knew he had to make a change when he realized more and more of his time was being used to solve technology problems and maintain the system. "We would spend hours researching problems and the amount of money we were spending doing that was the same as hiring 3Points," he states. "If you sit down and figure out the amount of time to try and fix the problem and time away from the job you are supposed to be doing, it's significant. Nobody realized how much it cost us to have me and and another collegeuge doing this work."

# THE SOLUTION:

3Points' team approach to solving thier IT issues was an important first step for this company known in the industry as a collaborative partner in the manufacture of conveyor systems. "From my standpoint, it was seamless. It was interesting. Their team approach was good for us. They brought their people in and sat down with our group and asked us what we were trying to achieve and the issues we faced. We bought an expensive package, but it was a step in the right direction," he states.

The installation of the new server was the next step. They chose Jobscope MRP system which changed nearly every aspect of the company: accounting, inventory, purchasing, electrical and mechanical engineering, and sales. Now, they have remote access for its national sales force. "3Points handled being a liaison with our MRP system vendor to makes sure the software would work across all our business applications. With their help, it made it a lot easier to understand what kind of system would run the program," he states.

Now employees can log on from any computer anywhere and enter quotes, check on jobs and check emails. They said it has changed the company's entire way of doing business and helps the flow of projects from concept to shipping them out the door. "We could not run Jobscope on anything we had before," he says. "In our eyes, it's a whole different system. 3Points has configured our computer network completely differently with more file backups. 3Points also virtualized the server so that one machine becomes three machines. It's like magic. It gives us a smoother operation. We don't seem to have the hiccups in the system anymore."

The Gold monitoring program in particular has saved the company from potential risk and given them greater peace of mind. "Online backups have replaced the old tape backups we used to have to do daily – and physically take offsite. Any issues we have – 3Points knows about it first. They called us the other day and said one of our users had a virus. They quarantined it, contacted the user and caught the virus before it caused a problem. That could have been a disaster," he states. On the horizon, the company foresees deploying smartphones and iPads. But, for now, it is more than pleased with what it has. Do they at all miss dealing with computer issues? He says that after 3Points completed the initial work, he sent company president Kevin Doyle an email of thanks. At the end of the email, he signed off as their former IT guy.

CASE STUDY

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