



## Hotsy Carlson Equipment Company

### A Move to Managed Services Frees Equipment Company to Manage Growth Instead of IT

With MyITpros providing managed services to meet Hotsy Carlson's IT needs, the Austin-based cleaning-equipment company is free to focus their core resources on running a growing business, instead of planning and managing IT.

The benefits include responsive, reliable IT service, better connectivity among the company's three locations, and easier planning and budgeting for technology needs – all without having to devote internal resources to IT operations.

### A Growing Company with Growing IT Requirements

Hotsy Carlson Equipment Company was a small company with just eight employees when they engaged MyITpros to provide IT services on a break/fix basis back in 2007.

"We barely had a network then, and I was running it myself," remembers Renee Schultz, General Manager of Hotsy Carlson. "But as we grew, so did our IT needs, and I needed help managing it."

Today, Hotsy Carlson's staff has grown to 28 employees, and MyITpros provides managed services to run the company's IT environment, which now includes two servers, VoIP communications and seamless connectivity between three locations.

"MyITpros takes care of everything," says Schultz, "and I don't have to worry about it anymore."

### Freeing Hotsy Carlson to Focus on the Business – not the Technology

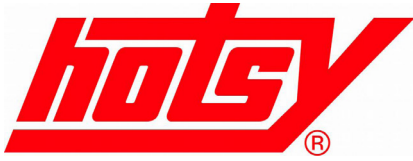
Hotsy Carlson sells and services cleaning equipment in the Central Texas area, and the company's staff has years of experience designing and installing cleaning systems. Technology enables them to get their work done, but is not the company's core business. So when problems like forgotten passwords, lost files or more serious technology issues come up, the staff doesn't have the time or expertise to resolve them; they want to focus on doing their jobs.

That's where MyITpros comes in.

"They have a great team over there for handling any issue we have," says Schultz. "If one person doesn't know something, there's always someone else that does."

Now that MyITpros is on the job, Schultz also has the time she needs to work on the planning and management challenges that come with business growth, instead of being concerned with technology issues.

"We're less likely to have problems now that MyITpros is taking care of things," she says. "And even if we do, they're going to deal with it so I can stay focused on business priorities."



## Quick facts about Hotsy Carlson Equipment Co.

**Industry:**  
Equipment Sales and Service

**Headquarters:**  
Austin, Texas

**MyITpros Services:**  
Managed Services

## Improved Technology, Improved Operations

By improving the technology that connects Hotsy Carlson's three Texas locations, MyITpros has made it possible for the company to run more efficiently and productively than ever.

"We struggled a lot with connectivity before MyITpros recommended the terminal services setup that we have now," says Schultz. "With two of our locations in outlying, non-urban areas, we had issues with different types of connectivity and different connection speeds that just made it difficult to do everyday business efficiently."

Because of the connectivity issues, the company specifically had trouble synching sales data from the field back to their main database at the end of each day. In addition, company representatives meeting with customers in the field found it painfully slow to access needed data remotely.

MyITpros set up Hotsy Carlson with a terminal server to provide a common network-connection point for the company's three locations, and they've had no connectivity problems since.

## More Predictable Costs and Better Planning

Before engaging MyITpros on a managed services basis, Hotsy Carlson found it hard to plan and budget for IT costs, since they never knew from month to month if they'd be paying for two service calls – or ten.

"We were growing and cash flow was tight, and not being able to predict monthly IT costs was a big problem," says Schultz. "Now, with managed services, I know exactly what my IT bill is going to be every month."

During regular reviews of managed services with MyITpros, Hotsy Carlson has the opportunity to go over the age and expected life of the company's technology systems for long-term planning purposes.

"Now we're able to project in advance when we might need to undertake a major IT project like another server," says Schultz. "And with our regular IT costs stabilized, we can much more easily handle the planning."



## About MyITpros

For more than two decades, MyITpros has been helping growing businesses to effectively manage and plan for their IT needs. We deliver not only strategic solutions, but also expert consulting to help make wise technology decisions and offer first-rate support to keep things running smoothly. Whether you need expert guidance to help develop technology strategy, or just some extra help with a specific project, MyITpros is here for you. Our services include Managed Services, Cloud Computing, Network Security Services, Phone and VOIP Services and Project IT Services. Learn more at [www.MyITpros.com](http://www.MyITpros.com).