

# IT Use Case: **Manufacturing**



**When you  
can't afford to delay  
digital transformation**

## **THE CLIENT:**

A specialty watch company that was experiencing a lift in sales needed a better way to manage communications and support for their expanding sales force. Their IT Management Consultant recommended a robust Unified Communications and Collaboration (UCaaS) solution that would serve all their needs but require upgrades to their network and comprehensive IT administrative support for ongoing maintenance. Full-time IT support would require a capital investment that the owner preferred to use towards network infrastructure and application upgrades. They needed to resolve this financial conundrum or postpone the operations upgrades which would almost definitely stall their expansion.

## **THE PAIN:**

- Managing and supporting remote workers in a secure environment
- UCaaS solutions can be easily compromised by any number of network issues: firewall policies, application updates, malware, etc.
- Limited CapEx for hiring comprehensive IT support staff

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## **THE SOLUTION:**

- An MSP like CompuCom is HIPAA, PCI and ITIL certified
- The benefit of consolidated IT support with CompuCom Managed Services
- Single-source for US-based IT support, 24/7/365 "live answer" help desk

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