Lume

Solution Center - Reduced IT Operating Costs by 80%

The Situation

Hindered by tech problems caused by an unreliable and overly expensive service provider, The Client needed a more consultative and honest IT partner to improve business efficiencies while reducing overall support costs. The Client turned to the team at Lume to implement our trusted support services that would eliminate excessive periods of system downtime, thereby reducing the number of troubleshooting and support calls.

The Challenge

Before even commencing work on this project, our experts at Lume were faced with a significant test. Because the incumbent service provider had a history of undermining previous clients' IT transitions, we needed to tread carefully when constructing a security layer around the environment. Modifying our normal migration process, our team wanted to avoid notifying the incumbent of our plans to shift The Client's IT services to Lume. This would ensure that malicious activity did not take place before the previous contract was severed.

The Client

A not-for-profit social services organization, The Client has made its mark on the local western New York community for almost 50 years. Lume continues to support The Client while diligently handling its tech needs for over three years.

The Solution

Our team at Lume worked hard to implement our consistent and reliable Solution Center service for The Client.

▌ We utilized our trademark consultative approach to work with The Client and craft a strategic IT approach that would support business objectives and overall performance.

▌ Working silently but effectively to maintain coninuity of service for The Client, our goal as a trusted IT services provider was to improve resolution times, guarantee accountability, and reduce costs.

The Result

Upon the successful integration of our Solution Center service, The Client has seen an 85% reduction in support cases per month. Rather than relying on a reactive approach to IT-related matters, Lume has actively monitored The Client's system health, metrics, and performance. Our proactive problem-solving strategies help to remedy potential IT issues before they even arise. In addition, our affordable invoicing structure saved The Client a significant amount in cost savings, as we choose to bill in blocks of 15-minute intervals as opposed to 60-minute timeframes. Not only has The Client reaped the benefit of a leaner IT bill, but they've also drastically reduced the number of support calls and profited from greater workplace productivity.

Rate of reduction in support cases by month
85%

Are you looking for IT solutions? Contact us!