

A LEADING PITTSBURGH STAFFING FIRM

Professional Staffing · Pittsburgh, PA · **WolfCare Comprehensive IT Support client**

One of Pittsburgh's leading professional staffing companies had, for several years, relied on a single part-time IT employee to keep its entire technology infrastructure running — assuming that as a smaller business it needed little IT attention.

THE CHALLENGE

That approach worked at first, but over time the issues mounted: security licenses expired, malware and viruses ran rampant, and employees grew less productive. Server maintenance was neglected, causing frequent outages of the firm's most important application, while workstations were crashing and going out of service faster than they could be fixed.

Instead of doing their actual jobs, the part-time IT employee and her manager spent their days firefighting infrastructure problems. The breaking point came during an aging-server replacement, when a data-migration mistake left the company completely out of commission for nearly a week. It was time for a change.

THE WOLF SOLUTION

The firm reached out to Wolf Consulting to see whether managed IT services could solve its problems, and soon became a client — signing on for WolfCare Comprehensive IT Support and Wolf's dedicated-team approach to managed services.

- Corrected the issues management already knew about — and, through a full assessment, surfaced other severe problems with equipment and data-backup procedures that were quickly fixed before they could trigger a system-wide catastrophe.
- Put a Pittsburgh-based IT helpdesk team behind the firm, so individual user issues are handled swiftly instead of piling up.
- Replaced reactive, part-time firefighting with proactive, comprehensive management under WolfCare — keeping licensing, maintenance, and backups continuously in order.

THE RESULTS

- ✓ The firm saw immediate and drastic improvement in the performance of its IT infrastructure.
- ✓ Staff were finally able to work without the interruption of computer downtime, with user issues resolved swiftly by the Pittsburgh helpdesk team.
- ✓ Long-standing gaps in equipment and data-backup procedures were closed, preventing a system-wide catastrophe.
- ✓ Time-consuming IT headaches became a relic of the past, freeing employees to focus on their jobs and on delivering for their own customers.