Managed IT Service for Thin Film Equipment Manufacturer

PROJECT DETAILS

🏷 IT Managed Services, IT Strategy Consulting, Other IT Consulting and SI

📅 Jan. 2007 - Ongoing

💲 Confidential

> " *"ZAG Technical Services offers personalized service and acts as a concierge for our IT needs."*

PROJECT SUMMARY

ZAG Technical Services provides managed IT services for a thin film equipment manufacturer. The team purchases, installs, and maintains hardware and software and provides tier-two technical support.

PROJECT FEEDBACK

ZAG Technical Services is good at finding solutions and offering smooth project implementation. The team acts as an extension of the client's team and offers a personal service. The team responds quickly to requests and resolves issues within 2–3 hours, communicating via daily meetings and phone.

The Client

Introduce your business and what you do there.

I'm the director of technology at a company that produces thin film equipment for industries like hard drives and coding.

The Challenge

What challenge were you trying to address with ZAG Technical Services?

We are a publicly traded company, but we have a small IT staff that has been around for about 30 years. Our IT needs were growing quicker than the IT staff could grow, and that was when ZAG Technical Services came in to help us augment our IT infrastructure.

Scott Menhennet
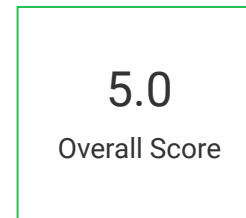Director of Technology, Thin Film Equipment Manufacturer

Manufacturing

Fremont, California

CLIENT RATING

5.0
Overall Score

Quality: 5.0

Schedule: 4.0

Cost: 5.0

Would Refer: 5.0

The Approach

What was the scope of their involvement?

ZAG Technical Services provides IT solutions and services. We use them primarily for project management and infrastructure support. The team also purchases products for us because they can get better vendor pricing than we would. ZAG Technical Services provides IT consulting and tier-two technical support, acting as an extension of our IT department.

ZAG Technical Services purchases, installs, and maintains hardware and software. If a product breaks down, the team contacts the vendor to provide a solution. ZAG Technical Services is a local company, and their technicians can come to our office if needed to fix particular issues. Recently, they worked on a Cisco product and installed it on-site.

ZAG Technical Services has also helped us build a Cybersecurity Maturity Model Certification, which is a military requirement for contracts with government agencies. The team helped us adopt the required standards.

How did you come to work with ZAG Technical Services?

I didn't work at my company when they engaged with the team. My predecessor brought ZAG Technical Services on board.

What is the status of this engagement?

We began working with ZAG Technical Services around 15–17 years ago, roughly since 2007.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

ZAG Technical Services always rises to the challenge and does a good job finding solutions. We've worked on several projects, and the implementation is always smooth. ZAG Technical Services offers personalized service and acts as a concierge for our IT needs. The team has referred us to another service provider that offers cybersecurity consulting and meets our expectations, too.

I'm familiar with all tech support teammates since the team stays the same. If ZAG Technical Services outsourced employees, I probably wouldn't work with them since I don't like speaking to different teammates each time I require support.

How did ZAG Technical Services perform from a project management standpoint?

ZAG Technical Services' response time to technical support is quick, ranging from five minutes to an hour. The team resolves issues within 2–3 hours, which is a continued success for me. Our company has a small IT department, and ZAG Technical Services is responsible for project management, which is an incredible resource. We have daily meetings and also communicate via phone calls.

What did you find most impressive about them?

ZAG Technical Services is distinguished by their availability to work on-site if needed. I'm also impressed with the rapport we've built; I feel like they're an extension of my team.

Are there any areas they could improve?

I can't think of any negative feedback off the top of my head.