

HOW CORPORATE CAPITAL IS **SAVING \$600 A MONTH** AND GETTING AROUND-THE-CLOCK IT SUPPORT

4 Minute Read

Keeping your computers and phones running 24 hours a day is crucial in today's competitive marketplace. Downtime hurts productivity, lowers morale, and ruins your bottom line. It's a problem your business can't afford to have.

But that was the crucial issue facing Corporate Capital, a full-service incorporating and asset protection company in Las Vegas, NV. They were outsourcing their IT support, internet and phone system to different providers, but they weren't getting the dependable service they urgently needed.

Worse, the services they needed most were only available during standard business hours. If a server went down at night or over the weekend, they had to waste valuable time waiting – and losing money.

Corporate Capital needed fast, dependable IT Support.

Downtime presented a major roadblock to business growth. Corporate Capital helps clients with time-sensitive operations such as bookkeeping, accounting and tax filing. They also help build up credit scores for their clients, so they can get funding to expand their business or even make payroll.

Handling all of that requires uninterrupted services. Corporate Capital couldn't afford any downtime. They needed a team that could consistently provide complete internet, phone and IT support around the clock, reliably, every day.

They looked at four technology companies before choosing Intelligent Technical Solutions.

In searching for the right solution, Corporate Capital cast a wide net. Altogether, they interviewed four different companies before deciding on Intelligent Technical Solutions.



"ITS bundled everything together. That included our scanner, memory, our phone support, all the IT support, all in one!"
~ Brent Carlson, Owner/CEO of Corporate Capital.

Intelligent Technical Solutions provided a total IT management package that was faster, easier and more dependable than dealing with separate providers. It cost less, too.

Effortless implementation, from start to finish.

From the beginning, Intelligent Technical Solutions focused on identifying the challenges facing Corporate Capital and solving them quickly.

"The ITS sales rep, Dan Mikolajczyk, was very down-to-earth. Instead of trying to sell to us, he just asked us what we needed. We had a rapport with him right away," Carlson said.

Once implemented, the transition went smoothly, and setting up the fiber internet and VoIP phone system went according to plan. "They worked with us to make sure that everything was taken care of," Carlson said.

Powerful solutions you can count on.

There was only one hitch: in addition to their regular server, Corporate Capital also owned a particularly problematic server that frequently presented technical issues. "It goes down every day," Carlson said. "It's an old server from 2003."

They had acquired the server from a defunct company, and were maintaining it so they could continue servicing those clients. Keeping that aging server operational was mission-critical, because Corporate Capital needed to access its client information on an ongoing basis.

Today, Intelligent Technical Solutions is keeping both old and new servers running smoothly. "That's a real positive," Carlson said.



Reliable service when you need it most.

Today, Intelligent Technical Solutions provides Corporate Capital with the 24-hour IT, internet and VoIP services they need to keep growing their business.

Corporate Capital has independent sales representatives located across the country, helping clients incorporate in all 50 states. When those representatives need to set up a new computer or phone system at a remote location, ITS works with them one-on-one.

“Whether my sales reps are at the Las Vegas office or they’re working from home, ITS sets up their computers and phones. They give my remote sales reps that same high level of support because they’re part of my company, even though they’re not in my office. That must be a lot harder for ITS to manage and work with, but they do it,” Carlson said.

A total IT management package at a lower cost.

Intelligent Technical Solutions also provides Corporate Capital with a new VNC (Virtual Network Computing) portal, which allows team members to save time and be more productive even when they’re traveling. “When my business partners use the VNC portal, they can access the entire system from their laptop or home desktop,” Carlson said.

Even better, the productivity boost and dependable around-the-clock service actually come with significant cost savings. “We’ve been with ITS for one year exactly. By having them manage our internet, IT support, and phones, we’re actually saving about \$600 a month,” Carlson said.

A total commitment to quality solutions.

Because of the consistently high level of service Corporate Capital has received from Intelligent Technical Solutions, Carlson says that he would recommend them without hesitation.

“Even if they don’t happen to have the answers right away, then they’ll assemble a team and work with their affiliates to put together a system that addresses your needs,” Carlson said. “They get the job done.”