



Connected Office MANUFACTURING Success

The Customer

Founded in 1986, JIT Manufacturing Inc.'s commitment is to produce precision, high tolerance sheet metal parts for a variety of industries. Located just northeast of Seattle, WA, JIT and its network of partners proudly offer superior painting, powder coating, plating, silk-screening or anodizing to metal products. With a staff of over 50 employees, JIT has a dependence on their information technology, yet has experienced a great deal of strife in its deployment and management in the past.

The Situation

Besides their use of manufacturing technology, JIT has, over the years, become more reliant on information technology (IT) to operate, communicate and manage their business. As this happened they did what many other companies their size do and hired an internal technical support person to manage their network, desktops and applications, including their specific line of business application Paradox. Hiring an internal 'IT guy' did not prove cost-effective however. This led to the trial of an out-sourced (break-fix) IT provider who claimed they offered proactive managed services – an exercise in “buyer beware”. In theory this should have resulted in a greater depth of IT expertise to draw from over a single individual in-house, but JIT soon discovered the drawback of most external IT suppliers – namely that they get paid more when they need to visit you more often. This led their general manager, Dan McDrummond to try his final option – talking to his local Utility Service Provider, The Utility Company of Puget Sound, to discuss the Connected Office® menu of services.

The Solution

The Utility Company presented JIT with a new alternative to either an internal resource or the typical break-fix outsourcing option for small and medium-sized businesses (SMB) available in the market. The Connected Office “managed” level program provided JIT with:

- **1-866-My-Utility Live helpdesk** to support end users with secure remote access to their network and desktops for on-demand service and training.
- **Remote monitoring and management** of their network, desktops/laptops, security and data-back-up 24x7.
- **Security & protection** – ongoing anti-virus and patch management service.
- Online backup and storage – remote backup of servers, desktops and laptops
- **Asset & lifecycle management** – tracking of all hardware and software assets, including updates, usage and compliance.
- **Onsite Service** – emergency support, onsite maintenance, end-user training as required.
- **Network Assessment** - \$1,000 value delivered at no charge.

It is important to point out that the combination of the 1-866-My-Utility helpdesk and the Utility Service Center remote monitoring and management platform results in the majority of JIT's support incidents being detected and resolved remotely - no downtime or onsite service call. Basically they are paying for uptime instead of just break-fix technician time!

The Result

Moving to The Utility Company's fixed fee managed service program allowed JIT to stabilize their IT operations. Proactive maintenance, monitoring and management have resulted in the need for only ONE onsite visit in the first 5 months of their service agreement with The Utility Company. Essentially they have gone from wild monthly variances in cost, unreliable service and insecure networks, to a stable, reliable situation. Going forward, JIT looks to upgrade its corporate website through Connected Office Web and unify their communications through the deployment of Connected Office VoIP (Voice-over-IP).

Customer's Thoughts

"We signed on with The Utility Company after dismissing our IT support person, then giving up on our break-fix provider. I like to say we went from 'in-house' to 'out-house' to the Utility model. This was our last alternative...I don't know what else we could have tried but fortunately we've found our trusted business partner for ALL things technology. I don't need to look anymore!", exclaimed Dan McDrummond, General Manager at JIT Manufacturing. "In our business we have partnerships with a variety of suppliers, finishers, etc. and we depend on our partners. The Utility Company really are more than a technology service provider – they become a strategic partner, helping guide an organization in using their EXISTING technology more effectively. Moving to the Utility service model has allowed me to sleep soundly again at night with no fear of productivity interruptions or security vulnerabilities."

Utility's View

"JIT's story is a prime example of a company learning to utilize their investment in technology strategically. Most companies we see, in any form of knowledge-based industry, tend to move from a haphazard or tactical use of technology to becoming reliant on technology for day-to-day operations," stated Mark Scott, President of The Utility Company. "The forward-thinking organizations then make the move to strategic use of technology to drive revenues and/or reduce costs and streamline business processes. JIT's move from an in-house 'IT guy' to disappointment with out-sourced help, opened the door for our Connected Office services. Once they saw the difference our proactive Utility model provided them, they turned to us as their trusted technology advisor as they delve into web and Voice-over-IP communications services."

About The Utility Company

The Utility Company® is a leading provider of virtual IT service and support for small and medium-sized businesses, delivering the required hardware, software and service for a monthly fixed fee per user.

Our Connected Office® service program provides a single point of contact to deliver and manage technology, communications and vertical line of business applications – **95% Remote; 100% Proactive.**

Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to reduce spending and increase utilization – our Beyond Managed Services® franchise opportunity is available by prospectus only.

Learn how to make technology work for your business today at theutilitycompany.com