

## CASE STUDY

# Auxzillium Defined Support



### Overview / Summary

Auxzillium's goal is to maintain IT support services and highly-trained technicians, whose sole purpose is to consistently provide immediate response to businesses for IT support, while upholding quality managed services and security monitoring programs. We offer the right blend of customer service and technical expertise, always providing you with clear explanations and proactive solutions.

### Solution

As a managed services client Auxzillium's first step was to inventory all of the assets in the computing infrastructure. This was accomplished through an in depth network audit by which various reports could be generated and used to measure client specific data, forecast potentials problems, and plan for future goals. Secondly, Auxzillium standardized Reflex Lighting by implementing industry best practices. Then, they implemented Auxzillium's own business standards as they relate to the management and maintenance of every device within the environment. 365 days a year.

### Problem

Reflex Lighting (Reflex) is a lighting solution provider. Their challenge was maintaining a strong technology infrastructure while stabilizing their IT costs. By partnering with Auxzillium as a Break/Fix client (Reactive), Reflex Lighting was able to offset the financial and technological burden of a multi-vendor multi-employee in-house IT staff with a single entity possessing greater knowledge and more experience. While Auxzillium was able to provide Reflex with a cost savings compared to a 4 person multi-vendor team, costs were still unpredictable. It became clear that Reflex desired a more client specific solution.

### Result

As a Managed Services (Proactive) client Reflex gained client specific solutions, a dedicated network administrator and fixed monthly IT costs that stabilized their IT budget at a rate below what they were currently spending on Break/Fix support from Auxzillium.

By utilizing our proactive Managed Services Model, Reflex decreased their IT expenditures by 34% while introducing greater stability, reliability, and scalability of the computing infrastructure.

*We strive to give you the most efficient ways to build your technology so that it is ready for transition and growth*