

Managed IT Services, Cybersecurity Services

When the Shutdown Hit, Their New IT Partner Kept Every Employee Working From Home

After multiple failed IT vendors, this business found Adept Solutions weeks before the pandemic saved its remote transition.

Executive Summary

After cycling through multiple IT vendors that let it down, this business found Adept Solutions weeks before the pandemic, timing that turned out to save its remote transition. When offices closed, Adept set up remote work so the team kept working from home. Adept now manages and secures systems day to day so leadership can stay focused on core work.

Challenges

- Multiple prior IT companies had failed the business, leaving it without dependable, trustworthy support.
- The sudden pandemic shutdown forced the entire team out of the office and into remote work overnight.
- Ongoing IT issues pulled the business away from its core priorities and daily operations.

Adept Solutions's Approach

Key Actions

- Became the client's IT partner just weeks before the pandemic disrupted normal in-office operations.
- Delivered hands-on support to build a remote setup so staff could keep working from home during the shutdown.
- Assigned a dedicated technician, Steve, who works through every issue and explains each fix step-by-step.

Solutions

- A remote work setup that let the full team keep working from home the week offices closed.
- Ongoing managed IT support covering day-to-day operations, maintenance, and system security.
- Responsive, personalized issue resolution with clear step-by-step walkthroughs from named staff.

Results

- When the pandemic forced offices to close, Adept moved the entire team to secure remote work with no interruption.
- The client no longer manages IT in-house, so leadership stays focused on core business priorities.
- Adept keeps systems maintained and secured, giving the business confidence in its stability and security.
- An ongoing, loyal relationship with a local partner the client trusts and recommends by name.



“After multiple failed attempts with other IT companies, we stumbled across Adept. This company is a great local business we partnered with for our IT needs just before the Pandemic hit. We were so fortunate we did, because when everything shut down they were there to help with our remote set up, so we could continue working from home. Everyone at the company is awesome. I have yet to meet any employee that wasn't great! There is one gentleman that I work with more than others, his name is Steve and he is absolutely awesome. He takes the time to work through any issue we may have and explain everything as he goes. He goes above and beyond and he is truly a huge asset to the company. This company has made my life easier by allowing me to focus on other things while they make sure our IT system continues to run smoothly and safely. Great job guys, and we LOVE that they are local.”

Kristi Leaty

Partner With IT Support You Can Trust

Stop settling for unreliable vendors. Get dependable, local IT support that keeps your business running smoothly and safely.

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