

## CLIENT SUCCESS STORY:

### Delivering on our Promise of 24x7 Client Support - Including Holidays

#### CLIENT PROFILE

**Stascom Technologies**  
Lake Hopatcong, NJ

**INDUSTRY**  
International IT Staffing &  
Recruitment Firm

**SOLUTION**  
Managed Services:  
24x7 Monitoring and Help  
Desk

**OUTCOME**  
"Thank you for all of your  
help on Thanksgiving! You  
and your team are  
amazing and dedicated!"

- Jaclyn Tassey  
Senior Vice President

"We appreciate ACE IT  
Solutions' commitment to  
client service. Their team  
is reliable, responsive and  
second to none!"  
- Harvey Bass  
CEO

When Stascom Technologies experienced a service disruption over the Thanksgiving holiday, ACE IT Solutions was there to help, minimizing down time so Stascom could remain productive, even over the holiday.

#### OVERVIEW

On the day before Thanksgiving, Stascom experienced a power outage in their office building. ACE IT Solutions' network operations was monitoring Stascom's systems, noticed the power outage and notified Stascom on Thanksgiving eve.

The outage caused a glitch with Stascom's email system and on Thanksgiving day our staff responded with remote support to diagnose the problem. It was determined that the issue required an on-site visit and our team got to work while the offices were closed for the holidays, fixed the problem and Stascom experienced little disruption to their operations.

#### CHALLENGE

Email is essential to Stascom's business operations. Like most businesses, they use email around the clock and have zero tolerance for downtime. Fortunately, Stascom subscribes to our managed services and receives 24x7 monitoring and access to our exceptional 24x7 help desk. ACE IT Solutions understands the stress and productivity-loss associated with downtime and we make every effort to remediate problems as efficiently as possible, including weekends and holidays. Our Help Desk technicians are equipped with all the resources needed to diagnose issues and provide a comprehensive and reliable solution. Our goal is to help our clients remain competitive and productive.

#### VALUE

ACE IT Solutions' provides complete managed services to Stascom Technologies, which minimizes technology-related disruptions and allows Stascom to focus on running their business. As part of ACE IT Solutions' managed services, Stascom receives 24x7 unlimited help desk support and on-site remediation, which includes response to technical emergencies any hour of the day or night, including weekends and holidays.

- ACE IT Solutions' responds to critical network emergencies within minutes and works until the issue is resolved per their managed service SLA.
- Remote monitoring prevents minor issues from becoming major disruptions and warns against network vulnerabilities.
- We guarantee your problem will get solved quickly and with as little disruption as possible and we deliver on that promise.

#### About ACE IT Solutions

ACE IT Solutions ([www.aceits.net](http://www.aceits.net)) is a leading provider of technology and IT services to various industries. Our services include business continuity/disaster recovery planning, IT assessments, security audits, penetration testing and beyond. In addition to network consulting services, ACE IT Solutions offers a portfolio of managed services including 24x7 Help Desk, 24x7 Server/Network Monitoring, Offsite Backup, Email Archiving and Email Security. We understand the compliance requirements and have developed a platform to cover all of our clients technology needs.

ACE IT Solutions comprehensive managed services plans offer the peace of mind of knowing that your network is being monitored 24x7, that issues will be identified and remediated before they become major problems, and that we are there for you anytime problems may arise, no matter how big or small, even on weekends and holidays. Contact us at **646.558.5575** at to learn more.