



IT21ST is honored to serve a wide variety of small and medium size businesses and help them to achieve their business goals. We understand the small businesses challenges. We know too many of them are held back by their technologies.

We build a long-lasting business relationship with our clients and most of our clients have been with us for over 15 years.

We invite you to review our case studies to see how other businesses leverage IT21ST to be their trusted IT partner.

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## Overview

### The need:

- Streamline the Operation
- Manage Licenses
- Manage Users & Helpdesk-
- Manage Vendors
- Manage Network
- Manage phone System
- Manage Video/Audio Conferencing
- Provide Remote and local Support
- Act as liaison between vendors and the company

### The Solution:

IT21ST Managed Services, MSP

## The eCommerce company improves their Internal IT Support structure by hiring IT21ST team

*IT21ST's Managed Services transformed their operations*

IT21ST was contracted by this startup E-Commerce Company to help them to improve their internal IT needs and user support. Company has been trying to handle all their IT needs by having an IT person in staff by that had not worked out for them. Users were unhappy, no written documentation and/or process in place. Out of control software license management and no structured support infrastructure. Company was in a dire need of help.

IT21ST's Managed Services encompassed all their requirement and needs. With our 24x7 Monitoring and Management and helpdesk support. We were able to provide the needed remote support and responded to all their IT needs immediately. By streamlining their license subscription needs and removing some stale records from their system, we were able to save them close to \$2,000 monthly subscription charges. Companies phone systems were consolidated and documented. Unused services were canceled. Users issue such as wireless coverage, unreliable Internet access, slow computer performances and more were all addressed and corrected.

With IT21ST's Managed Services, company now sees the benefit of having a professional IT team behind their support as opposed to having one staff handling the issues. Calls and trouble tickets are responded right away by a live engineers via phone, in person or remotely. IT expenses now can be managed and planned as MSP solution covers all non-project-based IT issues.

For more information on what we can do to help your business grow, please contact us at [info@it21st.com](mailto:info@it21st.com) or call us: 855-4IT – 21ST or 855-448-2178