$40K SAVED IN OPERATIONAL COSTS IN LESS THAN A YEAR

An increase in customer satisfaction, PRICELESS

ABOUT THE PARTNER

TeamLogic IT – Memphis has been providing managed services for medium to small businesses since 2011. Specializing in Security and Compliance, the Memphis location believes having the right talent, technology and information is key to their 98% retention rate. Drayton Mayers, President of TeamLogic IT – Memphis, is leading a team of 10 employees which manages 60 customers, over 1,000 workstations and processes over 8,000 tickets annually. Their mission is to exceed customer expectations by preventing and removing IT pain.

KEY INSIGHTS

SIZE: 10 Employees

LOCATION: Memphis, TN

FOUNDED: 2011

MANAGED CUSTOMERS: 60

WORKSTATIONS: 1,000

THE PROBLEM

Bringing new customers on board was a labor-intensive process that often involved documenting network configuration notes by hand and using multiple Excel spreadsheets. Documentation software helped consolidate the information, but it still had to be input manually and updated the same way, which has become increasingly hard to track and remember for their busy team of IT professionals. "Our team would literally spend hours documenting a client, you hope they accurately recorded all the changes," said Mayers.

Tracking down information to resolve customer IT calls involved the same systems and the same reliance on due diligence. Incident tickets or requests required engineers to check multiple systems. This increased the number of escalations, which resulted in lengthy ticket resolution times. "We measure success on Average Time to Resolution," said, Mayers.

TeamLogic IT– Memphis's team of highly skilled engineers worked to maintain the company's high level of customer service but struggled to find ways to increase productivity, drive efficiency, and improve the accuracy of the data while improving margins.

"Margins are very slim in our industry. The time it takes to onboard a client and continuously monitoring changes in their environment 24x7x365 is hard," said Mayers. This led Mayers to inquire about how Liongard Roar platform could help his team overcome their MSP IT pain.

THE SOLUTION

LIONGARD ROAR AUTOMATION PLATFORM

The most important aspect of bringing in a new tool was ensuring it would improve the delivery of services without disrupting the business. To ensure success, Liongard enrolled TeamLogic IT – Memphis into a 6-stage program that helped map out the entire process for implementing Roar.

With over 30 system inspectors and counting, Roar provides in-depth configuration data of cloud, network, and on-premise systems to give Mayer's team visibility across all of their customer environments. The data is consolidated into a single portal for easy access for the system engineers, including all levels, eliminating the need for shoulder taps or escalations.

Roar's automation provides a seamless customer experience for onboarding new customers. Their system documentation process is now automated and improving onboarding time dramatically from about 40 hours to just 60 minutes.

62.5% **IMPROVEMENT IN AVERAGE RESOLUTION TIME**

THE OUTCOME
IMMEDIATE RESULTS, IMMEDIATE SAVINGS

The engineers at TeamLogic IT – Memphis quickly began implementing Roar, and immediately, the team started seeing results. The once time-consuming and manual process for onboarding new clients became an automated process.

The engineers, now having a fast and straight forward process, reported a 75% increase in productivity. The team uses Liongard Roar to handle about 7,000 of the 8,000 tickets annually, mostly relating to password requests, standard office applications, and other typical incidents.

With Roar's multi-system dashboard, TeamLogic IT– Memphis now has unified visibility into their IT stack. All engineers have visibility across their systems and can resolve incidents on the first call. With this new view and access, Average Time to Resolution (ATR) improved by 62.5%, shaved 5 minutes off the ATR of reactive tickets, and significantly improved customer satisfaction scores.

> **" EVER SINCE WE IMPLEMENTED ROAR, WE'VE SEEN *HUGE IMPROVEMENT* IN OUR RESOLUTION TIMES.**
>
> *– Drayton Mayers, President of TeamLogic IT – Memphis.*

TeamLogic IT – Memphis's engineers also reported an increase in job satisfaction. "It's less stressful when you have the 'configs' instantly available and right in front of you because we have to be fast and good in our remediation," said Mayers. Engineers who were once frustrated by heavily manual processes and fragmented or outdated information are now very pleased with how Roar automates these processes.

They are confident that the data provided is accurate and current, which enables them to provide excellent customer service.

With the successful implementation of Liongard Roar, TeamLogic IT – Memphis saw $40K in operational costs savings in less than one year. Now Mayers and his team can focus on growing the business, investing in the staff, and exceeding the expectations of its customers.

> **" " PLEASING OUR CLIENTS IS *PRICELESS*, SAVING ON LABOR IS *PRICELESS*.**
>
> *– Drayton Mayers, President of TeamLogic IT – Memphis.*

Liongard is also making a concerted effort to introduce new inspectors to Roar and has worked to include feedback from partners on which inspectors would add more value. They continue to enhance features and provide continuing education to all partners. Partners can also further leverage the power of Roar by attending the Roar Academy to learn best practices and use cases.

It is this commitment to continuous improvement and enhancing Roar that makes Liongard the ideal partner for TeamLogic IT – Memphis.