

CASE STUDY

Distribution Industry | Rapid IT Response That Keeps Operations Moving

When Jo Heron at a distribution company called with a pressing IT issue, Integritek jumped in immediately. Tickets were logged in minutes, problems were fixed within hours, and every step was double-checked to make sure nothing was missed. The team's hands-on, professional approach gave Jo real confidence that the operation would keep running smoothly.

CLIENT: Distribution Company

The Challenge

When IT issues arose, the company couldn't afford delays. They needed a partner who could respond instantly, resolve problems fully, and ensure nothing slipped through the cracks. It wasn't just about fixing a ticket, it was about keeping their business running without interruption.

The Integritek Solution

Integritek tackled the challenge head-on:

- Tickets were logged and addressed in under an hour, often resolved within two hours
- Every fix was double-checked to make sure nothing was missed
- Team members stayed professional, friendly, and engaged, making every interaction seamless

Instead of just "handling tickets," we acted like an extension of their team, stepping in to solve issues quickly and thoroughly so operations stayed on track.

THE RESULT

Working with Integritek, the distribution company now enjoys:

- **Rapid, reliable response:** Issues are addressed within minutes, keeping critical operations running without interruption.
- **Thorough, verified solutions:** Every problem is resolved completely and double-checked, reducing risk of repeat issues.
- **A trusted, hands-on partner:** Integritek acts like an extension of the team, providing consistent support that aligns with the company's urgent, fast-paced workflow.



Straight from the Client

"Great customer service! Call for assistance, ticket logged in <1 hour and service usually provided within 1 hour also. They ensure the problems are resolved and double check before completing the ticket. Very professional and personable team members!"

— Jo Heron, IT Director, Distribution Company

