

Case Study:

**Total IT Managed
Support For
Print & Mailing Services
Industry**

The UPS Store 



Azure Horizons, Inc.
Securing Your Digital Business I. T. ASSET\$

Total IT Managed Support For The UPS Store 0980

Solutions: Managed IT Support

EXECUTIVE SUMMARY

We recently had the opportunity to speak with Alvin Cole, Operations Manager of The UPS Store 0980 based in Oak Park, IL, about his experiences in working with Keith and Azure Horizons, Inc.

Alvin brought a unique perspective to the discussion. Prior to joining The UPS Store team approximately 2 years ago, he had spent time as an Operations Manager with several large retail organizations including Macy's and Bed Bath & Beyond. As such, he's worked with enterprise level technology support teams which has given him an appreciation for the opportunity to partner a local technology support company like Azure Horizons, Inc. For the past 5 years, Azure Horizons has been the go-to provider for in house and cloud data backup services for The UPS Store 0980.

CHALLENGE

As with any IT support emergency, rapid response is critical. The ability to immediately serve customers with their shipping, printing, and mailbox needs is cornerstone to The UPS Store 0980. Any time a device is offline or not working as needed costs not only the store but the customer as well. It is for this reason that The UPS Store 0980 finds it critical to have a local based IT support provider that can be contacted and onsite to remediate the issue without delay. Customer data is also vitally important to them which is why they need an offsite data backup solution to ensure they have access to that data even if their onsite systems fail.

SOLUTION

Keith and the Azure Horizons team deliver a Managed IT Services solution, cloud based offsite backup and access to remote and onsite support.

Additionally, the Azure Horizons team devotes extra time to training The UPS Store staff on the proper use of their onsite technology so that they can remain productive and deliver the quality services that their customers require.

IMPACT

According to Alvin, knowing that Keith is local and can be onsite if needed is the single biggest benefit of having Azure Horizons as their IT partner. If an onsite device is experiencing issues, having it looked at and back up and running with ease means business continuity and results in positive customer experiences. If an issue can't be resolved locally and needs to be escalated to The UPS Store corporate office, Keith is quick to diagnose that scenario so that there is no unnecessary loss of time.

He also places high value on Keith being able to bring 'geek speak' down to a level that any non-technical person can understand. Especially in time sensitive situations, it is critical that decisions be made quickly. Keith has a unique way of explaining what the issue is and what needs to be done in a manner that makes it easy to review and approve the remediation plan.

To learn more about the Cyber Security, Managed IT Support and Managed Security Services offered by Azure Horizons, Inc., please visit:

<https://www.azure-horizons.com>

If you would like to learn more about The UPS Store 0980 visit:

<https://locations.theupsstore.com/il/oak-park/7061-w-north-ave>