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Thompson Technologies

The Client: Based in Kennesaw, Georgia, Thompson Technologies Inc. is an IT recruitment and staffing firm that places skilled IT professionals in contract, contract-to-hire and direct hire roles. Thompson Technologies has 200 full time employees with 25 full time employees at their Kennesaw headquarters and the remaining employees spread out among 100 sites nationwide. Learn more at www.thompsontechnologies.com.

The Challenge: For seven years, Thompson Technologies was working with an IT Solutions provider that eventually stopped meeting their needs. They were dissatisfied with the response time, service level, cost and skill set provided to them. A combination of outdated equipment, warranties and lack of a direction for sustainability lead them to pursue other vendors in January 2008, including UTG.

The Solution: UTG immediately took action to assess the environment and provided solutions to upgrade and reorganize its current infrastructure. This collaboration to achieve short-term goals was a great relief to the client and promoted growth while laying the foundation for a strong working relationship. Patching had been an ongoing problem; UTG provided the tools to verify which machines needed the patching and quickly deployed the patches. The tools utilized also allowed the patching to be monitored and applied through specific agreed-upon policies. The maintenance warranties were identified by machine and the applicable warranties were purchased and applied to ensure critical hardware was covered under manufacturers support.

The Result: Through UTG's efforts, hardware was now stable because of the patching and manageable without fear of critical business applications being halted due to out of support equipment. There was a 40% cost reduction in services with a higher level of confidence. UTG has always met the agreed upon Service Level Agreement (SLA) and continually provides updates on any issue.

After the initial hardware issues had been successfully addressed, UTG worked to provide a better email solution by migrating approximately 75GB of email to Microsoft Exchange. The preliminary scope was presented very well and was met or exceeded through each phase. The migration was executed over one weekend with a smooth transition for all users.

“UTG always meets their commitments, and we are thrilled with their level of service while lowering our IT costs by 40%. Follow up is provided continually to ensure we know the status of any issues.”

- Jim Calise, Vice President,
Finance & Administration