



# SOFTWAREUNLIMITED

Our case studies highlight how Information Technology (IT) can be used to enhance your competitive position through reduced costs, improved operational efficiencies and higher levels of customer service.

## **Case Study: Branch Offices**

A company finds it is expensive to provide support for its remote offices. Employee time needs to be spent on higher level directives.

### Client Situation

A large, out of the area organization, requires local support for a southern California remote branch office.

### Client Problem

Support for local office is slow and costly for the central IT department.

### SoftwareUnlimited Solution

SoftwareUnlimited's Manage IT service provides local support for day-to-day needs of the branch office. Our Remote IT service quickly gets the office up and running again when they experience problems. Our Configure IT service, assists the central IT department by providing a customized solution to their support needs.

### Client Benefit

The company's central IT staff is relieved from the day-to-day support of the remote office. This allows the central IT staff to concentrate on higher level company-wide IT directives. In addition, support to the local office is improved and service is provided during west coast business hours. The company receives timely support, increased efficiency and reduced costs.

Contact us to find out how we can help you increase your productivity, efficiency and profitability.