

FINDING A PARTNER YOU CAN TRUST: A CASE STUDY WITH MJS DESIGNS

MJS Designs was expanding, but its IT support couldn't keep up. Then it found Copper State Communications.

THE CASE:

MJS Designs is a leading electronics manufacturing services provider based in Phoenix, Arizona that delivers high-quality engineering services. The company's journey through the wild west of IT brought it to the doorstep of Copper State Communications when it realized it needed a more heavyweight IT partner.



MJS Designs had outgrown the smaller IT companies, and couldn't find the support it needed with bigger ones. The company required:

- ✓ 24/7 support
- ✓ A help desk to answer low-level technical questions
- ✓ A knowledgeable team
- ✓ A partner with a similar business philosophy

THE NEEDS:

MJS Designs had worked with some unsatisfactory IT companies in the past, so Copper State established trust right off the bat. The company initially:

- ✓ Performed complete diagnostics on MJS's entire IT system
- ✓ Determined weak points
- ✓ Started working on stabilizing the network
- ✓ Revamped the network configuration
- ✓ Gradually upgraded the company's hardware
- ✓ Ensured MJS stayed within budget

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We'd narrowed it down to three or four companies. What swayed me to Copper State was when Steve [Copper State's President] came in for the final meeting and talked to me. He was really down to earth, and came across as somebody I could trust. He shared a similar business philosophy. I sensed our companies would work well together.

Dawn Visser,
President, MJS Designs

Copper State is now MJS Designs' managed services provider and complete IT resource. When MJS Designs needs help, Copper State:

- ✓ Provides expert advice for added peace of mind
- ✓ Gets the network ready for the future to avoid unexpected surprises
- ✓ Updates the system when needed so it stays running smoothly
- ✓ Acts as the internal IT resource so no extra hiring is necessary
- ✓ Maintains all the equipment for total support

THE RESULTS:

MJS Designs runs their business without having to deal with time-consuming IT fixes, email outages, or subpar support, and Copper State goes the extra mile with constant, professional care. **This has resulted in 520+ hours saved each year that MJS can now redirect to its core business.**

MJS Designs' network rarely has any issues now, and Copper State ensures:

- ✓ Proactive monitoring
- ✓ Network uptime
- ✓ Compliance with government requirements
- ✓ A worry-free IT environment

One of the most important outcomes for MJS Designs is their ongoing relationship with Copper State. To learn more about managed services and getting IT help, **talk to Copper State today.**

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They are very proactive with their monitoring. They monitor our network at all times. Companies we have worked with in the past always said they monitored our network and were proactive in fixing issues, but we know that was not the case because we were the ones notifying them of problems as they happened.

Dawn Visser,
President, MJS Designs

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Copper State does such a good job that our network is just humming along in the background, so we can focus on our business and not on our network.

Dawn Visser,
President, MJS Designs

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We can always trust Copper State to do what they say they will do.

Dawn Visser, President, MJS Designs