

THE  COMPANY

is about
trust.

TEAM TECHNOLOGIES, INC.

A Case Study



 TEAM
Technologies

TEAM Technologies, Inc., boasts an extensive lineup of manufacturing processes and products for the Healthcare and Oral Care service industries. With more than 30 years of experience and development, TEAM Technologies delivers seamless, turnkey processes and products that are designed to positively impact these service industries. They understand firsthand that unwavering quality and reliability are critical in the manufacturing of any product.

However, behind the scenes their own IT systems were far from seamless, unwavering, or reliable. And they were definitely not positively impacting their business. They wanted a competent partner that they could trust to deliver IT solutions and best practices, so they turned to us.

TEAM Technologies recognized that The IT Company offers a level of expertise and reliability that other companies had not been able to provide, including:

- Senior-level engineers that will quickly resolve any IT issue that may arise
- Finding simple solutions to complex challenges An IT system that's custom designed to make their processes and communications easier
- An IT system that's built to promote the growth of your business rather than hold it back

Our senior-level engineers created an IT system for TEAM Technologies that eliminates inefficient systemic issues and optimizes their productivity at every level. We were able to migrate their data to a cloud-based system, which guarantees real-time updates, increased security, and more flexibility. Thanks to this newer and faster technology, their internal IT department also now has the ability to conduct frontline troubleshooting, as well as the ability to depend on a team of experts at The IT Company who ensure their business is running optimally.

“All the people at IT Company are very experienced, so it doesn't take very long to resolve any issues. It's so comforting to know that we essentially have an extension of our team that we can always rely on in a pinch.”

- Sam Clark, TEAM Technologies, Inc.

THE PROBLEM

- A critical network printing issue had been unresolved for years
- Various systems weren't working together
- Unable to identify clear root causes or solutions to repeated issues
- Time spent dealing with issues continually eroded productivity

THE SOLUTION

- Migrated their servers to cloud-based Microsoft Azure
- Upgraded their servers in order to bring their ERP to the latest version
- Provided management tools for internal IT department to use in troubleshooting
- Replaced networking infrastructure with modern firewalls for increased security and flexibility

THE OUTCOME

- Ongoing network printing issue resolved & has not resurfaced since
- A trusted extension of their team to make IT work for them, not against them
- New tools that allow them to optimize their performance with high-quality security
- Easy-to-understand answers from an expert IT team when they need them

ABOUT
TEAM
TECHNOLOGIES, INC.

 **TEAM**
Technologies

TEAM Technologies is an end-to-end strategic partner for their customers. They begin by partnering with their customers on concept design and product development and by providing a range of manufacturing technologies, including high precision advanced injection molding, bristling, device assembly, and finished goods customization and packaging, all under the ISO 13485 and FDA regulated guidelines.

TEAM Technologies offers solutions for the Healthcare and Oral Care industries with numerous product lines and over 30 years of experience and technology to work for their clients with seamless, turnkey processes proven to positively impact their clients' businesses.



THE COMPANY

The IT Company is a boutique Cloud and Managed IT Provider in Knoxville, TN. Our Mission is simple: **Happy Customers.**

We know that IT should help your business, not hold it back. We understand how crippling and critical IT problems are, which is why we've built a proven system optimized to reduce problems.



We partner exclusively with companies who have very little tolerance for downtime, are in High Security and/or High Compliance industries, desire 24/7/365 service and are expecting trust and happiness in their IT partnership.

