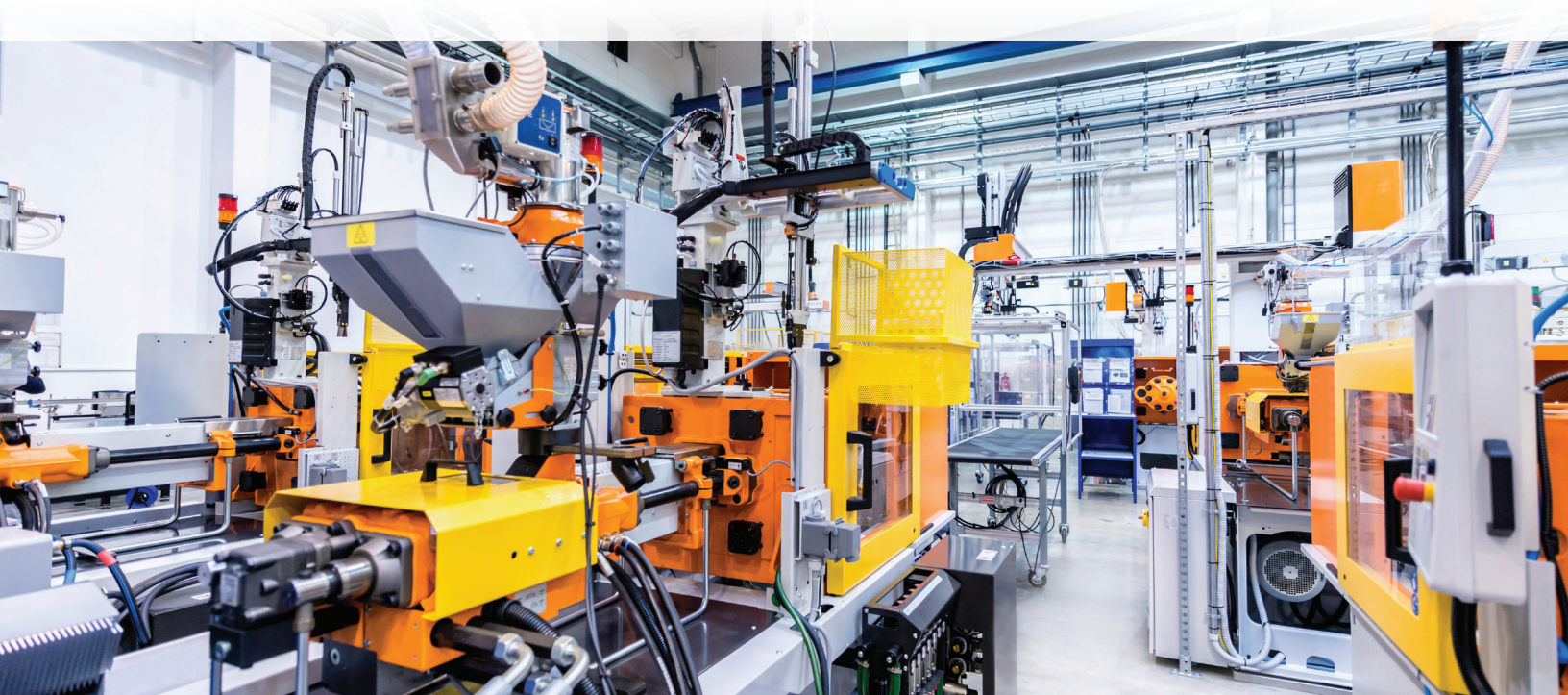


**outsource**  
IT SOLUTIONS GROUP

*Customer Focused. Results Driven.*

## **SOLUTIONS & SUCCESS** THE INSIDE STORY

<b>Company &amp; Location</b>	Arlington Plastics Machinery
<b>Industry</b>	Equipment Resale
<b>Case Study Respondent</b>	David Pietig, General Manager



[www.osgusa.com](http://www.osgusa.com) • (630) 701-3393



**Arlington Plastics Machinery** buys and sells new and used plastics machinery, providing auction, appraisal, marketing and exhibition services in the reseller market. More than five years ago, they realized they needed to invest in more effective and capable IT support - that's why they came to Outsource IT Solutions Group.

## Responsive And Reliable Outsourced IT Management

### Challenge

Prior to working with Outsource IT Solutions Group, Arlington Plastics Machinery's general manager David Pietig had been overseeing IT support personally, with the help of a single IT support technician. Unfortunately, this caused two ongoing problems in the support process:

- David could often be a bottleneck for both the IT support requests and his other duties. If someone had an issue, they came to him to see if he could fix it, or if they would have to pay their hourly IT tech to come in.

"I needed someone who was available when I had my network down and I had ten people looking at me like, 'I can't do anything until you fix this'," says David.

- When an issue was too complex or time-consuming for David to deal with, he would escalate it to their IT support technician, who was often unavailable when they needed him. This technician had other clients and worked other jobs, which made

their response time less-than-satisfactory.

"We had been using a guy who was a one-man-band, but he wasn't able to help us when we really needed it," says David. "He had another job, he had things going on, and if I called him and said I needed help right away, he wasn't available."

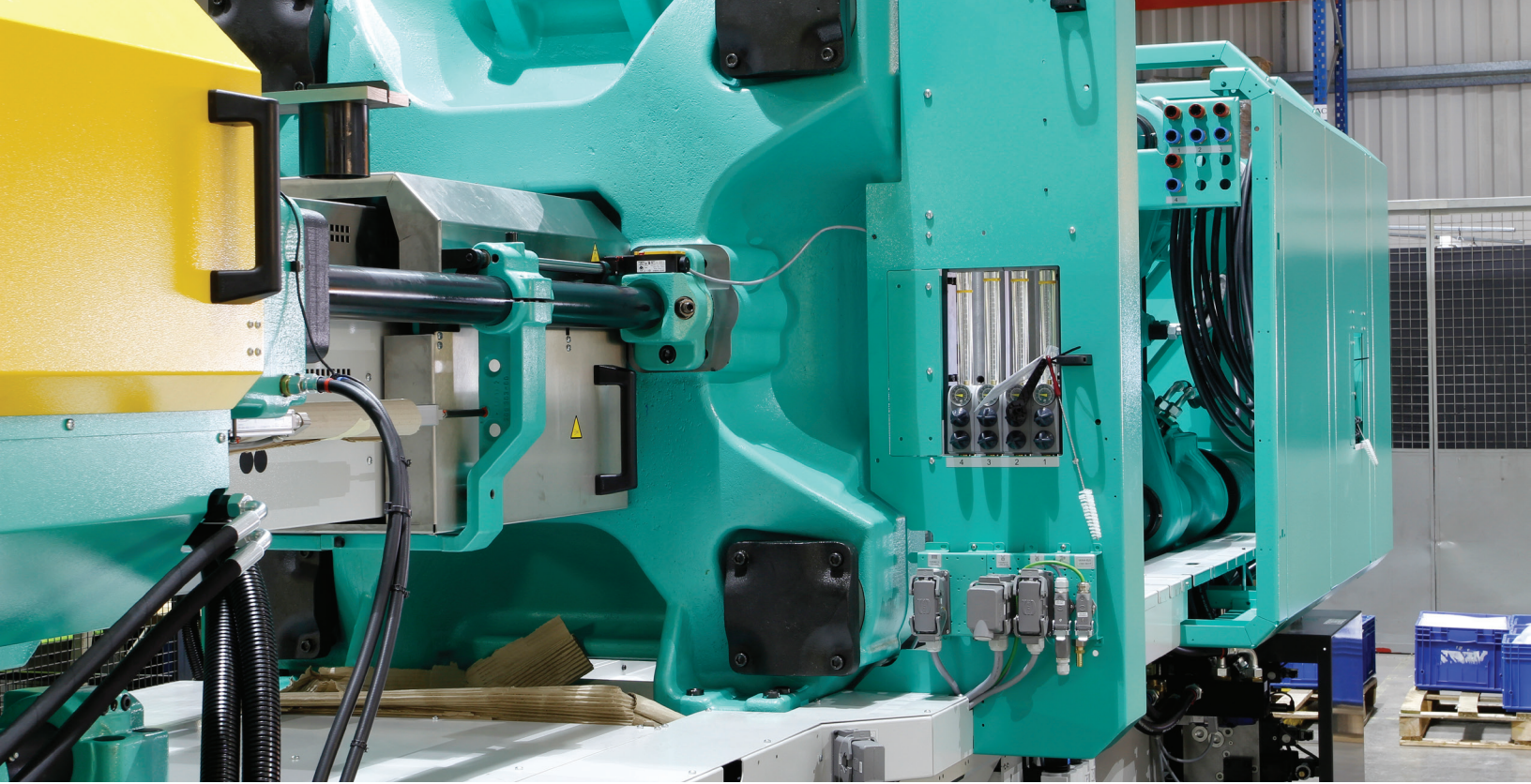
### Solution

David and Arlington Plastics Machinery knew they had to find more capable and responsive IT support. They wanted to be able to take IT off David's workload, and still know that issues would be addressed quickly and effectively.

"It got to the point where it wasn't something I wanted to do, or could do, or wanted to spend the time doing," says David. "We decided we needed to bring someone else in."

They hired Outsource IT Solutions Group, and were immediately impressed with how available and responsive their support team was. Arlington Plastics Machinery now had a present support option for whenever they needed it.

"Before we were on OSG's managed care, I had my team contact me with any problems, because I needed to see if I needed to spend the money with someone else or if I could fix it," says David. "What I like about the service is that we're on a managed care program, so if there are any issues, I can just tell people to email support if they have any problems. If I say, 'Look, I really, really need this,' somebody will contact me right away."



## Remote Work During The COVID-19 Pandemic

### Challenge

IT resources became incredibly important during the COVID-19 pandemic. In order for organizations to stay connected and productive while working remotely, they need the right technologies and processes in place.

Unfortunately, due to how quickly the pandemic developed, many businesses were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

Fortunately for Arlington Plastics Machinery, they had begun the process of implementing Microsoft Teams with Outsource IT Solutions Group's help before the pandemic hit. At the time, it was just an initiative to deploy new technologies and see how they work - in the long run, it proved to be extremely useful.

"When I try to do new things, they're there for me too," says David. "Earlier this year, I was happy that we did it - I said, 'I don't know how to use Teams, set up some teams for us'. They were able to do that, and it came in really handy once COVID-19 hit, and everyone was working remotely, and everyone had a shared resource they could use from where they are."

### Solution

Outsource IT Solutions Group helped Arlington Plastics Machinery to both deploy Microsoft Teams for all their users, and set up each user in a remote workspace at home.

"One of the things that they did help us with too, in addition to having Teams set up, was we needed to have additional help getting everyone set up at home, and they were able to do that for us," says David. "They connected each person and were able to say OK, you need access to what, what are you trying to do, and we'll set it up. They stayed on the phone with people until they got it all set up remotely."