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SOLUTIONS & SUCCESS THE INSIDE STORY



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Outsource IT Solutions Group Helps Manufacturing Firm Plan For The Future

Is your IT support short-sighted? We help clients like this manufacturing firm in Batavia, Illinois to plan out their IT budget months in advance, avoiding surprise expenses while completing projects.

With time constraints, budgeting, team management, and so much more to account for, it's tough to make sure that your IT projects are always carried out as efficiently as possible.

This is one of the main areas in which we help out clients, including this manufacturing firm in Batavia, Illinois. For years we have assisted them in planning their IT upgrades and developments to keep their systems in optimal condition.

"We love working with OSG because, from a high-level standpoint, it's very easy to get projects done," says a member of the firm. "If we need to replace a firewall, we need to get a new server, they're very hands-on, suggesting ahead of time, so we have time to plan and they can execute very quickly."

We Help This Manufacturing Firm Plan Ahead For IT Expenses

IT upgrades, while necessary, can be very expensive. It can be difficult for small-to-medium-sized businesses to cover the cost of a server replacement or system migration if they don't have enough notice.

The Outsource IT Solutions Group team understands this, which is why we help our clients to like this manufacturing firm to plan months in advance. With the right foresight, our clients can budget accurately for their IT and avoid any surprise expenses.

"We're not a huge company, so financial planning is super important," says a member of the firm. "The fact that they know that and are willing to help us look six months in advance, as opposed to a \$5000 cost popping up, it's really important for us."



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We Provide Day-To-Day Expert IT Support

In addition to helping this client plan ahead, we are always available to assist with minor IT issues as they crop up. This helps take the burden off their internal management staff.

“On the day-to-day, it’s nice that any of our employees can send in a ticket to them, so I don’t have to get bothered with every technical issue,” says a member of the firm. “I’m also looped in when it’s finished, they always follow up with us.”

The quality of our support is a key component in providing exceptional service. We do not outsource our support to an ever-rotating team of call center technicians; our staff gets to know our clients, providing personalized, informed assistance whenever something comes up.



It's not a company where you just work with any technician that's available — it's that partnership, you have somebody checking in on you. You have that ability to ask questions, look forward, all while getting your little day to day projects done.



Outsource IT Solutions Group Delivers Immediate And LongTerm IT Support

Tired of surprise IT expenses? Looking for an IT partner that will help you see the big picture?

That’s exactly what we do for this manufacturing firm, and we will do the same for you. Get in touch with our team to start planning ahead for your IT.