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SOLUTIONS & SUCCESS THE INSIDE STORY

Company & Location

Phoenix Leather Goods, LLC

Industry

Online Retail

Case Study Respondent

Brad Rusin, Director of E-Commerce



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Phoenix Leather Goods is an online retailer that sells clothing accessories on two direct web stores as well as online marketplaces. They originally started selling only leather products, but have expanded in the past few years to offer sleepwear and branded clothing items. As an organization that primarily does business online, they rely on their IT to keep track of their inventory, process sales, and more.

Responsive And Available IT Support

Challenge

Like any organization, Phoenix Leather Goods is immediately affected by problems with their IT. It's such a crucial part of their operations that even a small problem or occasional lag can have considerable consequences, taking their products offline and halting their sales capabilities. That's why they need quick and effective support from their IT company.

Unfortunately, prior to working with Outsource IT Solutions Group, Phoenix Leather Goods relied on a single IT support technician to take care of their IT. As their business grew, the previous IT support provider was less and less able to keep up with their support needs.

"We were looking for a new company," says Brad Rusin, Director of E-Commerce, Phoenix Leather Goods. "I had really just started looking around the Chicago area for IT companies, and I think I found four or five that seemed like they could be good fits."

Solution

Brad and the Phoenix Leather Goods team knew they couldn't just choose any IT company in their area to take care of their systems. They needed to do their homework and make the



best selection available to them. After taking time to learn about their options, they decided to partner with Outsource IT Solutions Group.

"I reached out, had some discovery calls, and ended up choosing Outsource IT Solutions Group to be our provider after a couple of meetings and identifying that they were the best fit," says Brad.

Result

Since choosing to work with Outsource IT Solutions Group, Phoenix Leather Goods has enjoyed responsive IT support that's available when they need it.

"I think it's great, they're always available by email or phone if something comes up. Support is very responsive," says Brad.

Furthermore, over the course of their business relationship, service has only improved as the two organizations became more familiar with one another. Outsource IT Solutions Group has gained a detailed understanding of how Phoenix Leather Goods operates, and can better support their systems and processes because of it.



Incident Response And Business Continuity

Challenge

It can be very stressful when something unexpected happens to your IT. An organization like Phoenix Leather Good depends greatly on their IT systems to keep their operations running, so when their server suddenly went down, they were worried.

"It was a little terrifying, to be honest, anytime you have an IT emergency," says Brad.

Solution

Fortunately, Phoenix Leather Goods had Outsource IT Solutions Group to take care of them. When their server failed, they immediately got in touch with their IT support, who leapt into action - a technician from Outsource IT Solutions Group was onsite in under an hour.

"Their response was good," says Brad. "They were able to get a tech here pretty quickly, he ended up having to stay on-site for about four or five hours, and gradually got things figured

out, and got our systems back up and running."

Result

Phoenix Leather Goods had their server back online in a matter of hours, and didn't have to pay any additional fees or costs for rapid support service. Outsource IT Solutions Group got them back up and running with minimal downtime, as simple as that.

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We're happy with the service we get. They're always available by email or phone if something comes up.

Brad Rusin
Director of E-Commerce