Overview

The need

MiniMoves had limited IT resources and a growing need to update their custom in-house software. Dealing with user needs for routine PC support and environment issues took away from their IT team's development role.

The solution

CDS Office Technologies implemented the Managed Technology Services platform to provide help-desk support, handle routine equipment issues, system updates, virus protection, etc.

The benefit

The CDS Managed Service solution allowed MiniMoves IT team to be more productive, convert to newer technology and migrate from WIN 7. CDS provided an up-to-date IT environment for their support and service needs.

Moving to Managed Technology Services

CDS Office Technologies offers support services to remotely monitor your computer systems and troubleshoot, diagnose, and resolve many common computer problems.

MiniMoves, founded in 1991 by Jack Arslanian, President, pledged to fill a void in the moving industry – no one properly serviced America's small shipments. Jack created a company of small job movers providing full service solutions for small moves across the country and locally.

Over 25 years later, MiniMoves expanded to over 100 locations nationwide and has expanded its service markets to military and international moving services. MiniMoves has proven that big things come in small packages.

Setting goals for improvement

Headquartered in Chicago, with 50+ employees and 2 IT staff, converting to newer tracking, pricing and move management technology became a primary company goal. Supporting user needs, equipment updates and IT environment issues were something the IT department could easily carve out to an external resource.

Creating a comprehensive plan

Implementing the CDS Managed Technology Service took about two weeks. The IT environment evaluation created a multi-page report to initiate the remote monitoring and support process. Software was installed, help-desk procedures implemented and some equipment changes followed.

miniMOVES®
GLOBAL SMALL MOVE SOLUTIONS℠

Implementing process improvement / improving the user experience

"It would have been extremely difficult to grow and improve our software functionality without the implementation of CDS' Managed Technology Services. CDS' IT support staff helped our IT team with the routine support issues, such as log-ins, password resets, etc. and the migration away from WIN 7. This service has been extremely valuable to us. Moving to the CDS solution allows management and staff to focus on development and not worry about support. It allows us to stay productive and resolve support issues quicker." **—Jeff Sides, VP of IT and Business Administration, MiniMoves**

For more information about CDS' MTS Solution

Managed Technology Services (MTS)—also known as *Managed Network Services* (MNS)—provides a proven service in which our team of certified technicians will monitor your computer systems around-the-clock to prevent unscheduled downtime and catastrophic failures. Using remote support services or on-site repair, our technicians can troubleshoot, diagnose, and then resolve many common computer problems.

With MTS, you benefit from:

- Predictable monthly costs
- Reliability in your network, internet, and system
- Detailed reports on the functionality of your system and network
- Proactive network and systems management
- Microsoft patch management
- Spyware/Virus protection and prevention
- Real-time network monitoring
- Remote technical support
- Immediate problem diagnosis and resolution

Contact CDS Office Technologies today to see how outsourcing your IT support services can help streamline your processes and maintain a steady, uninterrupted IT environment.

CDS OFFICE TECHNOLOGIES

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