

Global Manufacturer Overcomes Complex IT Challenges with Around-the-Clock Support and Cybersecurity Solutions

A global manufacturing firm struggled to deliver 24/7 engineering support across three continents due to fragmented IT systems and escalating performance demands.

Their infrastructure, built around a distributed SolidWorks environment, required seamless server replication, real-time endpoint protection, and a global help desk capable of supporting engineering and operations teams in multiple time zones. With over 400 endpoints and critical data at stake, the client sought a trusted partner with the expertise and scale to handle worldwide support, continuity and cybersecurity.

A Smarter, More Secure Global IT Foundation

To tackle this challenge, TeamLogic IT adopted a “trust but verify” strategy that began with managing a series of individual projects. This hands-on approach allowed TeamLogic IT to showcase its expertise, technical acumen, and implementation of industry best practices over several months. By demonstrating consistent results, the client grew confident in TeamLogic IT’s capabilities, resulting in a transition to co-managed IT services that consolidated their IT support into a streamlined partnership.

Through this collaboration, TeamLogic IT successfully deployed a comprehensive suite of managed cybersecurity and help desk services across more than 400 endpoints in three global regions. Enhancements to the SolidWorks server performance significantly boosted operational efficiency, while robust endpoint protections minimized security vulnerabilities. Additionally,

global resourcing strategies were implemented to improve uptime and facilitate better interdepartmental collaboration among the client’s locations, which had previously struggled with communication barriers and resource limitations.

As the client’s key internal technology support person went on maternity leave, TeamLogic IT seamlessly took over full cybersecurity and help desk management responsibilities across all assets. Collaborating with existing client personnel, TeamLogic IT further improved server efficiency and ensured that all endpoint protections were consistently reinforced, maintaining high levels of service availability and security.

As a result of these efforts, the client experienced notable improvements in productivity, enhanced collaboration among teams and strict adherence to compliance standards. The investment in TeamLogic IT’s services yielded a significant return on investment, as the client could now maintain high-quality customer support and technical assistance around the clock, further solidifying their position as a leader in the manufacturing sector. The partnership not only addressed immediate operational challenges but also laid a foundation for continued success and adaptability in an ever-evolving market.

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