



KONICA MINOLTA

# All Covered



IT SERVICES FROM KONICA MINOLTA

VINCULUMS SERVICES, INC.



Success Profile



TELECOMMUNICATIONS SERVICES

## Worry-Free Help Desk Support from All Covered

**BACKGROUND:** California-based Vinculums Services, Inc. is a leading professional services and engineering firm in the telecommunications industry. The company's 300 employees work directly with telecom and wireless operators on network design, site development, and project management. A critical component to the company's success is its ability to respond quickly to customer requests.

Vinculums employees started noticing slower IT Help Desk response times from its managed service provider (MSP). Employees were waiting days for responses, which took time away from their core responsibilities. The IT department also felt that the MSP was not providing adequate long-term IT planning recommendations.

As soon as Joe Rodriguez joined Vinculums as senior information systems manager, his first priority was to evaluate MSPs to support the company's Help Desk requirements and future technology needs. He created a matrix comparing four MSPs based on their support and service offerings such as IT management, help desk support, software licensing capabilities, support for multiple types of devices, and management of third-party partnerships.

**SOLUTION:** After rigorously evaluating MSPs, Rodriguez selected All Covered, the IT Services division of Konica Minolta Business Solutions U.S.A., Inc. Not only did All Covered offer a full range of IT Services, it had a national footprint and could support the company's regional expansion plans. All Covered's national coverage meant that Vinculums would have dedicated IT resources anywhere in the U.S. Smaller local MSPs could not offer this level of support.

The initial engagement with All Covered focused on Help Desk support. Rodriguez said that Vinculums' requirements were atypical. The organization's help desk was not centralized and did not include domains, an active directory or a registry for help. All Covered was able to easily adjust to their unique requirements and offer 24/7 Help Desk support ensuring that questions and issues were resolved quickly.

Vinculums has since expanded its relationship with All Covered to include a Microsoft Active Directory implementation project that will help the company enforce security policies and simplify the updating of software across desktops and laptops. This is the first phase of the company's evolving IT strategy to achieve long-term business growth objectives. Additional projects will include disaster recovery planning, information backup, and improving system scalability.

All Covered also provides IT management for the company. It supports the IT team in setting up new employee accounts and devices, managing software updates and daily server management. Rodriguez said that when a member of his team resigned, All Covered's Help Desk staff was able to absorb the workload.

### RESULTS

- Improved Help Desk response times
- 24/7 Help Desk support
- Reduced staff resources
- Established an Active Directory for enhanced security
- Began execution on long-term IT business objectives
- Improved customer satisfaction



**BUSINESS IMPACT:** Rodriguez said he no longer worries about Help Desk support. With All Covered, he knows everything is running smoothly and company employees are happy with the support. As a result, Rodriguez now has time to focus on more strategic IT activities that will have a greater impact on the business.

“Prior to All Covered, our IT environment was unorganized,” said Rodriguez. “Today, All Covered is helping us to structure our environment by leveraging their best-in-class IT operations support. They provide us with sound recommendations and options that work for our unique business requirements and budget. I look forward to working with All Covered’s highly qualified staff as we expand the Vinculum’s business regionally.”

Most importantly, Rodriguez says with improved IT management, Vinculums employees are able to better serve customers.

## TECHNOLOGY:

- Managed IT Services
- Help Desk Support
- Microsoft Active Directory
- IT Planning

## Partnership.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives.

Contact us at 866-446-1133 to realize opportunities in:

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*Enterprise Content Management (ECM)*

*Document Management*

*Automated Workflow Solutions*

*Business Process Automation*

*Security and Compliance*

*Mobility*

### IT SERVICES

*Application Services*

*Cloud Services*

*IT Security*

*Managed IT Services*

*IT Consulting & Projects*

### TECHNOLOGY

*Office Multifunction Business Solutions*

*Commercial and Production Printers*

*3D Printers*

*Wide Format Printers*

*Laptops, Desktops, Computer Hardware*

*Servers and Networking Equipment*

*Optimized Print Services (OPS)*

*Facilities Management*



## About All Covered

All Covered, a division of Konica Minolta Business Services U.S.A., Inc., is one of the nation’s leading IT services companies. For over 15 years, All Covered has been helping businesses across all verticals with their IT support needs. All Covered has local offices in over 25 cities with more than 500 engineers, and is fully certified in all major technologies. Across the U.S., more businesses trust All Covered for their IT support than any other company. For more information, please visit [www.AllCovered.com](http://www.AllCovered.com) and follow [@allcovered on Twitter](https://twitter.com/allcovered).