

## CASE STUDY

### COMPANY

ENTRÉ COMPUTER SOLUTIONS

### INDUSTRY

MANAGED SERVICES

Entré Computer Solutions, founded in 1983, is the premier IT solution provider in the Northern Illinois area.

As a Microsoft Gold and HP Premier Partner, Entré provides service, installation and support as well as a full managed service solution.

*"The MAX platform has everything built into it – antivirus, patch management, web protection, service desk, backup, remote management and access – it all enables us to be proactive in keeping our customers' IT environment up and running. Preventing problems before they happen is what we pride ourselves on."*



**CHRIS SOUTAR**  
DIRECTOR OF MANAGED SERVICES

### THE CHALLENGE

Entré Computer Solutions has been in business since 1983 and began as a "break/fix" IT services company. Recognizing the need for a more proactive way of managing IT environments, they developed a "Health Check" that enabled them to evaluate and head-off IT problems before they occurred.

"Our customers loved the proactive approach," Chris Soutar, Director of Managed Services shares. "But there were limitations with our tool. We had to be on-site to run the health check, we weren't able to see IT environments in real-time, and couldn't manage them remotely. We wanted to take it to the next level."

### BENEFITS AT A GLANCE

Entré Computer Solutions shares benefits of their MAX platform solution from LOGICnow:

- ✓ New revenue streams with proactive managed service offering
- ✓ Increased customer loyalty and credibility with reputation for reliable, stable IT environments
- ✓ Ease-of-use in managing customer IT environments from one pane of glass
- ✓ Increased productivity and ability to reach a broader customer base with remote management and access
- ✓ Partnership with LOGICnow support team

## THE SOLUTION

Entré Computer Solutions now uses the MAX platform by LOGICnow to accelerate their proactive IT Managed Service approach.

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Recently the MAX platform alerted Entré Computer Solutions of one customer's looming hard drive failure. "We had an engineer on-site within the hour and called the customer to alert them that the problem was fixed – of course, they didn't even know they had a problem!" Chris said.

When a cryptolocker virus threatened another customer, Entré simply leveraged MAX Backup & Disaster Recovery to shut it down. "With MAX Backup & Disaster Recovery we can provide disaster recovery services. These services teamed with proactive IT practices on the front-end give us – and our customers – peace of mind," Chris comments.

Entré Computer Solutions is so confident in their managed service offering using the MAX platform by LOGICnow that they provide every customer with the owner's home phone number and 24x7 availability. "Our mission is to make sure that phone doesn't ring!" laughs Chris.

Chris credits his level of confidence to the MAX platform by LOGICnow and the LOGICnow support team behind the scenes.

***"We have a great relationship – my tech support loves working with the LOGICnow guys – it is evident that they know what they are doing. The training has been amazing, we have a great partner in LOGICnow."***

Given this level of commitment to their customers, it's no wonder that Entré Computer Solutions received the CompTIA Managed Services Trustmark™, a respected industry credential that identifies them as a business that meets or exceeds the best business practices the IT industry has to offer for technology service delivery and customer interaction.

## THE RESULT

"The MAX platform enables us to do everything we were trying to do when we started our company – give our customers a reliable IT environment they don't have to think about, one they know they can count on."

### LAYERED SECURITY

LOGICnow delivers the only 100% SaaS, fully cloud-based IT service management (ITSM) platform, backed by collective intelligence and the highest levels of layered security. LOGICnow's MAX products, including Risk Intelligence, Remote Management, Backup & Disaster Recovery, Mail, and Service Desk, provide actionable insights, helping IT professionals rewrite the rules of IT.

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### COLLECTIVE INTELLIGENCE

### CROSS-PLATFORM

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