

Case Study:

Managed IT Services & Microsoft Office 365 Solution For Automotive Dealership



T. Daniels Consulting

Microsoft
Partner

Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions

Solutions: Managed IT Services, Microsoft Office 365

EXECUTIVE SUMMARY

For the past 50 years, Vic Canever Chevrolet, owned by Richard Canever, has been proudly serving the Fenton and surrounding areas. Just like automobiles, technology is always evolving and improving in order to better serve the needs of those that utilize it. We recently had an opportunity to speak with Matt Stevens, a 25-year team member and current General Manager, about how their technology needs have changed over the years and why he feels that managing IT from within is not always the best option.

According to Matt, until recently, the dealership managed their technology like many businesses tend to do- using in-house staff and specifically those that may have just a little technical knowledge and the most available time on their hands. The thinking behind this approach is typically that it saves money by not having to outsource their IT needs. After analyzing costs as well as productivity and efficiency, the Vic Canever team began to partner with T. Daniels Consulting to deliver and support their technology systems. For the past 2 years, T. Daniels Consulting has been the go-to provider for their onsite and managed services needs.

CHALLENGE

As with any IT support emergency, rapid response is critical. As technology became more integrated into the dealership's day to day operations, it became apparent to the Canever leadership team that relying upon internal staff, who had their own projects and priorities, was not ideal when they were faced with critical technical support issues. Any time a device or application is offline or not working as needed, it is detrimental to the dealership and the end customer as well. When looking at the associated costs of not only having their own staff manage their IT but also the loss in revenue any time a key system was down, Vic Canever Chevrolet realized that they were not saving money with the in-house approach and started to look at outsourcing their IT.

SOLUTION

The T. Daniels Consulting team delivers a Managed IT Services and Microsoft Office 365 solution which includes monitoring and management of their onsite technology systems, email and security services, and onsite and remote support as needed.

Future plans for the dealership have also been made and include a move to Microsoft Azure once the current onsite server infrastructure comes to end of life. This move will provide a seamless, best in class hosting platform for Canever's email, Microsoft Office applications and line of business application hosting and file data needs.

IMPACT

According to Matt, having an entire team of experts to support them when they need it is the single biggest benefit of having T. Daniels Consulting as their IT partner. With over 100 Vic Canever staff, any time device or user is experiencing a technology issue, having it looked at and back up and running with ease means business continuity and results in a positive customer experience. Prior to working with T. Daniels Consulting, one of their in-house staff would investigate the issue, when they had the time. Today, they know they can contact a team of dedicated IT professionals who are able to quickly diagnose and remediate any issues that may arise.

He also places high value on the actual cost savings. Outsourcing their IT to T. Daniels Consulting means that systems are monitored and maintained 24/7 and any issue that may arise, is dealt with quickly resulting in less downtime and increased productivity.

To learn more about the Cyber Security, Managed IT Support and Microsoft Office 365 and Azure services offered by T. Daniels Consulting, please visit: <https://www.tdaniels.com/>

If you would like to learn more about Vic Canever Chevrolet, visit: <https://www.viccaneverchevy.com>