



BOOMTECH

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SOLUTIONS & SUCCESS THE INSIDE STORY

Company

Vehicle Maintenance Supply

Industry

Automotive Parts Wholesale Distribution

Case Study Respondent

Barry Friedman, Director of Operations

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Vehicle Maintenance Program, Inc. supplies aftermarket parts and accessories for transit, automotive, bus, train and truck fleets nationwide. Their operations rely on a robust IT environment that supports their inventory management, sales data, communications and more. For the last decade, they've relied on BoomTech Inc. to take care of their IT, not only responding to requests for support and guidance, but proactively anticipating new opportunities to optimize their IT environment.



Responsive And Capable IT Support

Challenge

Like any organization, Vehicle Maintenance Supply is immediately affected by problems with their IT. It's such a crucial part of their operations that even a small problem or occasional lag can have considerable consequences. That's why they need quick and effective support from their IT company.

Unfortunately, prior to working with BoomTech, Vehicle Maintenance Supply relied on a single IT support technician to take care of their IT. As their business grew, the lone IT support provider was less and less able to keep up with their support needs.

"We were relying on an individual who worked for the company that provided our business software," says Barry Friedman, Director of Operations, Vehicle Maintenance Supply. "Our needs were growing greater than his capabilities and his time."

Solution

After looking into their options in the local business community, Vehicle Maintenance Supply got in touch with BoomTech in order to learn more about their services and their capabilities. They were looking for an IT partner to help them proactively eliminate sources of IT problems - not just respond to them after the fact.

"BoomTech were well known in the area, we contacted them, they came in for an analysis," says Barry. "We enjoyed all of our conversations with Philipp and all the other people who dealt with them initially. We hired them and have been happy with them for years."

BoomTech provides responsive, effective, and personal support for Vehicle Maintenance Supply. Employees don't have to worry about waiting for hours for a response or having to explain their problem to an IT technician they've never talked to before. The BoomTech team maintains Vehicle Maintenance Supply's IT systems to actively prevent problems from affecting the way they work. When an issue occurs, they get speedy and understandable support from a familiar team of IT experts.

Result

Over the past decade, BoomTech has provided consistent and proactive day-to-day support for Vehicle Maintenance Supply, and they have also managed more significant projects, such as upgrading hardware and software.

"They've done everything that we've needed, any requests that we've had, anything we've ever come up with, they've directed us in the correct direction, in order to accomplish whatever we need," says Barry.



As a fully outsourced service, BoomTech offers superior availability and continuity when compared to Vehicle Maintenance Supply's previous IT technician. They are available to support Vehicle Maintenance Supply's IT around the clock, never needing time off for vacation or sick days. By outsourcing their IT to BoomTech, Vehicle Maintenance Supply enjoys access to a fully-available team of IT experts.

Business Continuity And Disaster Recovery

Challenge

Operating along the coast in Florida, Vehicle Maintenance Supply is at risk of being hit by a hurricane each and every year. Managing business continuity in a way that protects IT components, as well as other business assets, is a complex undertaking.

Solution

BoomTech helps Vehicle Maintenance Supply prepare for hurricane season long before it hits.

By setting up cloud access, redundant offsite data backups, and putting together a strategy for moving onsite hardware to a safe secondary location, BoomTech helps to mitigate the risks posed to Vehicle Maintenance Supply by inclement weather.

"They even helped us when we had to prepare for the last few hurricanes," says Barry. "They prepared us to withstand whatever was going to take place. Our servers are right here in our building, which means that when the storms came, we had to physically move them out. All of our backups and all of our redundancy is offsite. Should we need to restore from somewhere, or if we need to use the cloud, we have that available."

Result

Vehicle Maintenance Supply's data and IT assets are properly protected against the next hurricane that hits their community. In the event that a disaster does occur, Vehicle Maintenance Supply's staff can focus on their safety, and not have to worry about their IT.

Remote Work During The COVID-19 Pandemic

Challenge

IT resources have never been as important as they are now during the COVID-19 pandemic. In order for organizations to stay connected and productive while working remotely, they need the right technologies and processes in place.

Unfortunately, due to how quickly the pandemic developed, many businesses were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

To make matters worse, pivoting to remote work is a cybersecurity-intensive process. When businesses start prioritizing remote access to data over the security of that data, they make an easy target for hackers.

At the office, everything is protected by the same set of cybersecurity solutions - firewalls, antivirus software, etc. These are defenses that businesses have invested in and can trust. But that's likely not the case for their employees' home networks and personal devices, is it?

Solution

BoomTech was key in transitioning Vehicle Maintenance Supply to go remote, providing the resources and support needed to get each and every staff member working productively from home. The BoomTech team was careful to make sure that Vehicle Maintenance Supply's remote workers were properly secured, and not posing any risks to their business data.

"They made sure that everyone who was working remotely, that everything was operating as we had hoped it would," says Barry. "BoomTech made sure that whatever our users needed to understand, and what they needed to do in order to work remotely was done."

