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CASE STUDY

WinnCompanies' Internal IT Help Desk Capabilities Get A Boost From Blue Mantis and HP

Overview

WinnCompanies, a leader in property development and management, recognized the need to elevate its IT infrastructure. The company required robust IT support that could seamlessly integrate with their existing operations, primarily focusing on:

- Augmenting their onsite IT with remote help desk services.
- Efficient management of their Windows 10 employee devices, necessitating meticulous asset tracking, system updates, and antivirus protection.
- Expert assistance for specialized projects beyond the scope of their in-house IT capabilities, including advanced networking setups and office cabling.

Solution

To address these critical needs, WinnCompanies partnered with Blue Mantis to provide their organization with a comprehensive set of IT solutions to meet these critical business needs.

Blue Mantis worked with WinnCompanies' IT leaders to:

- Provide remote help desk support, ensuring rapid resolution of IT queries for WinnCompanies' hybrid workforce.
- Procure and manage HP laptops and workstations, including inventory control and security updates for every IT asset.
- Take on project-specific requests so WinnCompanies' internal IT teams could focus on strategic IT operations.
- Implement a secure corporate network at all locations.

Business Outcomes

- With remotely delivered IT help desk services by Blue Mantis, the internal IT staff at WinnCompanies not only ensures minimal downtime and disruptions for their employees at large but can also focus their limited budgets on revenue-generating IT projects.
- By outsourcing the management of the HP-branded employee PCs to Blue Mantis, WinnCompanies ensured that their systems were always up-to-date, secure, and well-maintained.
- For tasks that were beyond the scope or expertise of their internal IT teams, Blue Mantis provided the necessary specialized skills, ensuring that projects like cybersecurity assessments and network setups were executed efficiently and effectively.



Customer Benefits

- Enhanced operational efficiency, reducing downtime and allowing reallocation of IT budgets towards growth-focused projects.
- Guaranteed up-to-date and secure HP hardware for all employees no matter where they choose to work.
- Access to specialized IT expertise from Blue Mantis for complex projects such as cybersecurity and network infrastructure upgrades.