

Case study

How WinnCompanies Boosted Its Internal IT Help Desk

Remote help desk support. Managed employee devices. Specialized IT expertise on demand.

Client 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 integrate seamlessly with its existing operations, with a focus on augmenting onsite IT with remote help desk services, managing its fleet of Windows 10 employee devices, and supporting specialized projects that fell outside its in-house IT capabilities.

Challenges

- Onsite IT needed to be augmented with remote help desk services to support a hybrid workforce
- Windows 10 employee devices required meticulous asset tracking, system updates, and antivirus protection
- Specialized projects such as advanced networking setups and office cabling exceeded in-house IT capabilities
- Limited IT budget needed to be redirected away from routine upkeep toward growth-focused projects

100%

**Employee Devices
Managed &
Secured**

After Partnering With Blue Mantis, WinnCompanies Achieved:

- Enhanced operational efficiency, reducing downtime and freeing IT budget for growth-focused projects
- Guaranteed up-to-date, secure hardware for all employees, no matter where they choose to work
- Access to specialized Blue Mantis expertise for complex projects such as cybersecurity and network infrastructure upgrades
- Systems kept consistently up-to-date, secure, and well-maintained through fully outsourced PC management
- Internal IT teams freed to focus on strategic, revenue-generating initiatives

Solutions

Blue Mantis partnered with WinnCompanies to deliver a comprehensive set of IT solutions built around its critical business needs. Working directly with WinnCompanies' IT leaders, Blue Mantis provided remote help desk support to ensure rapid resolution of IT queries for the hybrid workforce, and procured and managed advanced laptops and workstations, including inventory control and security updates for every IT asset.

Blue Mantis also took on project-specific requests so WinnCompanies' internal IT teams could focus on strategic operations, and implemented a secure corporate network across all locations. The result was a maintained, secure device fleet and specialized skills on tap for complex work like cybersecurity assessments and network setups.