avast business

LGK Computers scales its team, improve efficiencies, and grows client base with CloudCare

The Company

LGK Computers, based in Goshen, Indiana, is known to its client base as a one-stop technology services shop for small and medium businesses (SMBs). With just a three-person team, the company provides a full portfolio of IT services to a broad range of businesses that includes endpoints, switches, routers, and access points, as well as operating system set-up and deployment, and application installation and deployment to its clients throughout the U.S. and Canada.

According to Technology Manager Scott Feaster, "Although we primarily serve small businesses, the range of security needs and devices we support varies widely. On any given day, we may respond to a heating and air conditioning company, an auto parts business, a golf course, chiropractor, interior designer, or even a lumber yard. Some clients have as few as three computers at one main location or as many as 50 computers and servers at multiple offices. This is why we're very proud of our ability to be an all-in-one IT provider for any SMB size or type of operation."

The Challenge

Scott's role at LGK Computers requires him to wear many hats – IT technician, web manager, purchasing and sales support, and web designer. He explains, "The immediate challenge for our small team is serving clients as fast as possible. We need to respond quickly and efficiently to clients' needs. Our goal is to complete service in 24 hours or less from the time we identify a potential issue or receive a customer request. This becomes even more challenging when you're trying to stay ahead of new security threats and potential vulnerabilities across a diverse client base."

WEBSITE
www.lgkcomputers.com

INDUSTRY
IT and security services for small and medium-sized businesses
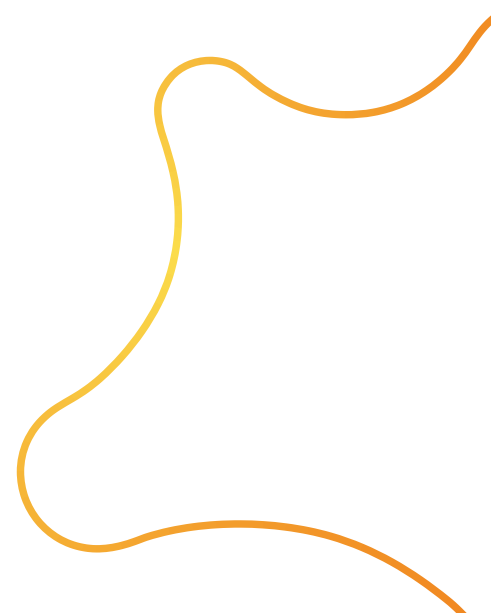
BUSINESS NEED
Securing client's IT environments as fast and efficiently as possible

SOLUTION
Avast Business CloudCare

RESULTS
- 300+ new CloudCare deployments in less than one year
- Improved team efficiencies by up to 30% using CloudCare's antivirus, monitoring, and reporting tools
- Save 40 hours each month using CloudCare's remote control feature

The Company

When Scott joined LGK Computers, he had already been a long-time

AVG-Avast channel partner and Avast Business CloudCare was a key solution in the LGK Computers service portfolio. "I chose CloudCare for its cost-to-features benefits. The solution truly enables us to extend the capabilities of our small team. With access to strong virus protection, monitoring, and reporting, we can find small issues before they become large ones. CloudCare's antivirus has caught many items that could have infected our clients' systems."

The LGK Computers team has yet to take full advantage of all of CloudCare's features but that hasn't slowed deployment. Says Scott, "We see CloudCare's potential and the value it can bring our clients. Using CloudCare, we can easily deploy services from one cloud platform, continually monitor IT environments, and respond quickly using the remote support feature. CloudCare's antivirus, content filtering, and online backup will also be critical to our network and data service. We've already quickly and successfully installed the solution on hundreds of client computers."

The Result

In less than one year, the LGK Computers team has grown their CloudCare accounts from zero to over 300 devices.

"Using CloudCare just makes sense for our business model and client base," says Scott. "The services are easy to deploy and manage and the subscription model enables us to offer pay-as-you-go services for cost-efficiencies. Our clients gain the benefits of comprehensive security delivered responsively. Our team gains the operational savings and the ability to easily upsell new services. It's a win-win."

> " CloudCare gives us the confidence that we're securing clients and staying one step ahead of issues. From one central portal, we can deploy, manage and update critical security services. This helps us work efficiently, drives client value and builds a strong business. "

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