



Cybersecurity & Managed IT Services for Flooring Company

PROJECT DETAILS

 IT Managed Services, Cybersecurity

 Oct. 2022 - Ongoing

 \$10,000 to \$49,999



"Razz Professional Services, Inc.'s attentiveness is impressive."

PROJECT SUMMARY

Professional Services, Inc. provides cybersecurity and managed IT services for a flooring company. The team has provided software and security hardware for the client and offers on-site and remote services.

PROJECT FEEDBACK

Razz Professional Services, Inc. has organized the client's IT needs and provided comprehensive services. The team excels at problem-solving and has provided timely, on-budget deliverables throughout the engagement. Razz Professional Services, Inc. communicates effectively and is supportive.



The Client

Introduce your business and what you do there.

I'm a manager at Montserrat Floors, a flooring company.

The Challenge

What challenge were you trying to address with Razz Professional Services, Inc.?

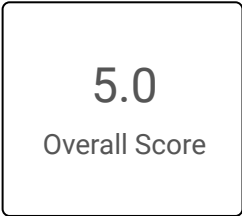
We needed help setting up and securing our IT network for our additional office space.

 Manager, Montserrat Floors

 Consumer Products

 El Monte, California

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Razz Professional Services, Inc. provides managed IT and cybersecurity services for us. Initially, we had a discovery phase where we met with Ty, Razz Professional Services, Inc.'s owner, who was very attentive and listened to our problems. He also recommended a lot of things to us, walked through our physical location, and figured out what we needed as a small business.

Since then, Razz Professional Services, Inc. has purchased desktop software, such as updated Windows, programs, and security hardware. The team provides on-site and remote services.

What is the team composition?

We work with Ty and two other Razz Professional Services, Inc. team members.

How did you come to work with Razz Professional Services, Inc.?

We found them through a Google search. Initially, we hired a different company, but after a year or two, they didn't do a good job. Luckily, we found Razz Professional Services, Inc. and switched to them immediately.

How much have you invested with them?

We've spent a little over \$20,000.

What is the status of this engagement?

We started working with them in October 2022, and our relationship is ongoing.





The Outcome

What evidence can you share that demonstrates the impact of the engagement?

When reaching out to someone from our previous service provider to get assistance or support, it would take one or two days for them to respond. It felt as if we weren't as important to them because they were used to larger companies. However, Ty and the Razz Professional Services, Inc.'s team excel at working with small businesses and prioritizing us just as much as other clients.

The team responds in an hour or two, has handled everything related to IT, and brought it all under one umbrella. Razz Professional Services, Inc. has helped us get organized. Moreover, their team is excellent at problem-solving. They don't hesitate to figure it out for us if it's something they're new to.

How did Razz Professional Services, Inc. perform from a project management standpoint?

Razz Professional Services, Inc. delivers on time and within the budget. We use their internal program for ticket management and occasional phone calls for communication.

What did you find most impressive about them?

Razz Professional Services, Inc.'s attentiveness is impressive. They're excellent at prioritizing all their clients simultaneously.

Are there any areas they could improve?

Ty has also asked me this in the team's quarterly review, but I can't think of anything for Razz Professional Services, Inc. to improve.

Do you have any advice for potential customers?

Be as transparent as possible with the current state of your business because Razz Professional Services, Inc. wants to help you, support your business, and ensure you're in a good place to





grow and scale. Treat them more like a partner than a service provider, which becomes advantageous.

