



## IT Managed Services for Legal Services Company

### PROJECT DETAILS

 IT Managed Services

 Jan. 2020 - Ongoing

 Less than \$10,000

“*Customer service is excellent and very personal.*”

### PROJECT SUMMARY

Razz Professional Services, Inc. provides ongoing IT services for a legal services company. They set up the client's IT infrastructure, installed software, integrated networking and data security, and more.

### PROJECT FEEDBACK

Razz Professional Services, Inc. has helped the client maintain the uptime of their systems. They are very responsive and resolve issues promptly. The team delivers work on time and within budget. Their customer service is excellent and personal. They are available when needed.



## The Client

Please describe your company and position.

I am the President of Equassure

Describe what your company does in a single sentence.

Paralegal incorporation and entity maintenance services.

## The Challenge

What specific goals or objectives did you hire Razz Professional Services, Inc. to accomplish?

- Advice regarding IT infrastructure
- Ongoing service and maintenance of IT infrastructure



**Robert Stenson**

President, Equassure



**Legal**



**El Segundo, California**

### CLIENT RATING

**5.0**

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



## The Approach

How did you find Razz Professional Services, Inc.?

Online Search

Why did you select Razz Professional Services, Inc. over others?

- High ratings
- Close to my geographic location
- Pricing fit our budget
- Good value for cost

How many teammates from Razz Professional Services, Inc. were assigned to this project?

2-5 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

Razz Pro set up our company's hardware by advising us on equipment purchases, installation of software and integration and networking, including data security. Razz Pro also provides ongoing maintenance services, networking monitoring, security updates, and traditional help desk functions. They also advise on equipment and software upgrades.

## The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Our systems are consistently up and running and anytime we have an issue with hardware or software, Razz Pro is very responsive and resolves the issue in a timely fashion.





Describe their project management. Did they deliver items on time? How did they respond to your needs?

All deliverables have been delivered on time and on budget.

What was your primary form of communication with Razz Professional Services, Inc.?

- Virtual Meeting
- Email or Messaging App

What did you find most impressive or unique about this company?

Customer service is excellent and very personal. While Razz Pro utilized technology for scheduling purposes and routine tasks, you can always get in touch with a human when you need one or have an emergency. This sets them apart from so many other service providers that make you go through multiple steps before you can get to a human to resolve your issue.

Are there any areas for improvement or something Razz Professional Services, Inc. could have done differently?

My experience is that Ty and his team at Razz Pro have consistently met or exceeded my expectations, so I have no issues at this time that I could say need improvement.