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F.B. Wright Switches to Scantron Technology Solutions, Sees Instant IT Savings and Performance Boost

We interviewed Rob Hormann, customer service representative at F.B. Wright of Cincinnati, a Tribute software customer with 25 users. F.B. Wright contracted with Scantron Technology Solutions in April 2017. **www.fbw-cincy.com**

F.B. Wright, an ISO 9001:2015 certified industrial distributor/fabricator, was suffering with a local IT service provider who focused only on PC issues or connectivity issues. The SP had to come onsite to do triage, rather than administer remotely over the phone. Several years ago, the SP installed a file sharing server. However, during that time, they never updated the server software. The SP also demonstrated no sense of urgency for business critical issues. It was so outgunned that its technicians had Googled for tips to repair issues in front of Hormann. The PCs were poorly managed, running multiple operating systems across a small fleet. By the end of 2016, the company discovered it had outspent its entire IT budget on service.

Hormann learned about STS from Tribute and brought in the cavalry. The relief was almost immediate. Scantron replaced 95% of desktops, universally deployed Office 365, and upgraded their server and network switches. **Under the attention of STS, Hormann estimates F.B. Wright's total costs in 2017 for all new hardware, PC/OS upgrades and service was only 15-20% more than what they had spent on services alone from the local SP in 2016.**

According to Hormann, today network access is much better, placing a call is faster and smoother, and the fact that the STS call center is located within the USA means a better experience. STS resolves many or most issues remotely for F.B. Wright, rather than onsite only.

The company overcame mild hurdles to realize a smooth, painless implementation. STS discovered that the wiring was obsolete, so Hormann hired a third party to update it. After that, the hardware and software was onsite, configured, and ready to go. The downtime to install the new network switch was three to four hours.

Since implementation, says Hormann, "The consistency of support has been outstanding and every call has resulted in a first-time fix." Maintenance and troubleshooting so far have been handled remotely. Hormann's impression of our support? *"Excellent, friendly, willing to help, from implementation to set up, from the helpdesk to the account executive."*

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