GoTo Resolve is the "One Tool to Rule Them All" for Telecom Technicians

Telecom Technicians, Inc. (TTI) provides the best solutions for corporate enterprise networks, carrier services, business systems, security systems and more.

Sam Kauffmann, IT Manager, Telecom Technicians, Inc., relies on GoTo Resolve to get his job done.

Thanks to GoTo Resolve, TTI was able to:

Reduce the number of solutions in their tech stack by

80%

Reduce their IT spend by nearly

70%

Increase Sam's capacity to support customers by

50%

But managing and monitoring both company and customer equipment wasn't always easy for TTI, and it most certainly wasn't as affordable.

Challenge

"The struggle was real," for Sam and TTI. One thing Sam noticed when he started working at TTI – everything was more complicated than it needed be.

> *"When I started working at TTI, they were using several different tools. Some of those tools were hosted on the cloud, some of them were on-premises. Some were even homebrewed solutions or were purchased by different internal teams, and by my predecessor. There were just way too many pieces in the puzzle."*

Sam identified three main challenges he and his team faced:

1. **Too many tools:** TTI was using no less than five separate tools to manage and monitor both company and customer equipment.
2. **High Cost:** TTI was spending thousands annually on those tools to manage and monitor both company and customer equipment.
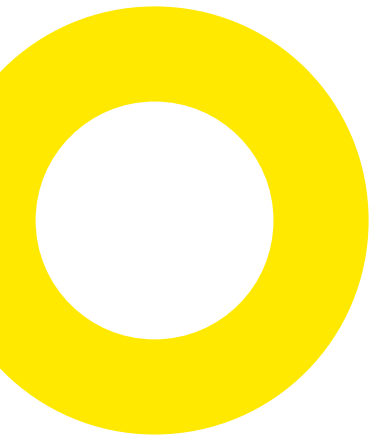3. **Low Usability:** TTI was wasting time switching between products and portals to service the customer.

> "I came from companies that used other software for Remote Management and Monitoring and Helpdesk. I knew that there were other products out there and that there was way to administer them all through a single pane of glass."

Sam Kauffmann
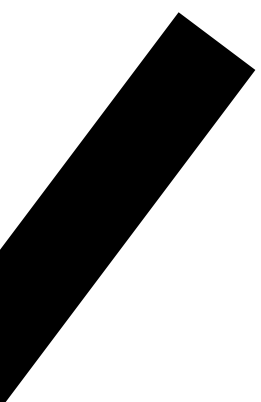IT Manager, Telecom Technicians, Inc.

Solution

"In my presentation I referred to GoTo Resolve as the one to rule them all. I have this one tool that's cloud-based and does everything I need it to do, and there's more features coming, and more things being added all the time. I don't see myself needing something else."

Sam also used the following proof points to easily convince his team that GoTo Resolve was the perfect fit for TTI:

- **GoTo Resolve closes the technology gap** by combining several tools into one while also eliminating on-premise servers.
- **GoTo Resolve saves money** by reducing TTI's IT spend by roughly 70%.
- **GoTo Resolve is easy to use** by providing the team at TTI a single pane of glass to manage all equipment from.

GoTo (formerly known as LogMeIn) also has 20 years of experience that provided Sam and team the confidence they needed to move forward.

"GoTo, once LogMeIn, has been in the market for more than 19 years. That says something. It's not like we're dealing with newbies here. These are tools and a company that has been around for a long time."

What also helped Sam and the team at TTI to make their decision include GoTo Resolve's unique, web-based offering, the fact that new features are being added regularly, the availability of both iOS and Android mobile apps, and the ability to proactively address potential bigger problems and identify trends.

Results

All-in-all, TTI is now managing nearly 400 endpoints all with just GoTo Resolve. Thanks to GoTo, TTI was able to:

- Reduce their RMM tech stack by 80%
- Reduce their IT spend by nearly 70%
- Increase Sam's capacity to support his customers by 50%

What might be most noticeable is the time Sam got back in his day to focus on his customers. So much time was wasted switching between products and portals to service the customer, that Sam estimates he gets 50% of his workday back thanks to GoTo Resolve.

"If I have to deal with a support issue for a customer or an employee, and they are also having another problem at the same time, like connecting to a printer, I was going to three or four different places. Now to do all that, I just go to one. Timesaving alone is worth the price of admission."

Take a look at the 'before and after' snapshot of TTI's RMM and ITSM stack:

CONNECTWISE
for Remote Control

IONOS
as a Hosted Server

ManageEngine Desktop Central
for Windows Patching

Symantec
for Virus Protection

zendesk
for their IT Helpdesk

→ **GoTo Resolve**

More about Telecom Technicians, Inc.

For more than 25 years, TTI's objective has been to "Provide the best possible network services through our commitment to quality management." You can learn more about TTI by visiting their website.
www.telecomtech.com

Experience smarter, faster, easier-than-ever IT management and support with GoTo Resolve.
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