

IsFab Steel and Fabrication: Supporting Rapid Growth with Managed Service Providers SMB Solutions

Being a new business comes with plenty of challenges, and a rapid growth period makes the typical struggles even more complex. The company found that it soon needed to update its IT equipment, phone system, and other components to support that growth. But a lack of specialized knowledge in technology and equipment left everyone puzzled as to the best path forward.

Because their newfound growth depended on fluid communication and customer support to sustain their success, they needed someone with in-depth experience who could provide sound advice and recommendations that had their business' and customers' best interests in mind. What's more, because they were still just starting to build a foundation, they also needed cost-effective solutions that would help them maintain their momentum.



Business Growth Can Continue with MSP Services

Company

IS FAB

Location

Bundaberg, QLD AU

Industry

Steel Fabrication

Products and Services

Fabrication, Steel and Fencing Supplies

Web Site

www.isfab.com.au

Partners

SMB Solutions Cloud Services

www.smbolutions.com.au

Objectives

- Upgrade the existing technology and communication infrastructure to support a rapid period of growth.
- Provide time- and money-saving opportunities to sustain the new business's growth.
- Offer ongoing support that's available when needed because of a lack of internal specialised knowledge.

Why SMB Solutions MSP Services

- Managed Service Providers offer a turnkey, done-for-you service model that removes the need for guesswork and industry-specific knowledge.
- MSPs can provide a cost-effective alternative to hiring an internal team member.
- SMB Solutions was already set up to provide the services they needed so they could avoid having to start from the ground up and didn't need to make a huge equipment investment.

Resolution

- Business growth was able to continue, thanks to a sturdy support network provided by SMB Solutions MSP services.
- IsFab enjoyed the freedom to focus on what they do best and continue growing the business without having to stop and think about IT infrastructure or business phone system upgrades.

Benefits

- Support is available 24/7 whenever IsFab team members need it, which is especially beneficial since they work long hours outside of the normal 9-5 schedule.
- Information and data are kept secure.
- IsFab can focus their resources and efforts on serving their customers instead of taking on technical roles.

“SMB Solutions MSP services have been a catalyst in improving our business, saving us both time and money. The staff at SMB Solutions are truly responsive and act immediately. They are a pleasure to deal with, always happy, friendly, and able to be of service no matter how big or small the support request is. They give us the freedom to focus on driving our business while everything just works seamlessly in the background.”

Isaac Belton – IS FAB – Bundaberg, QLD

