



SOLUTIONS & SUCCESS

The Inside Story

Case Study

Taking Care of our Technology in Managed IT Services Style

Company & Location	Keune Hair Cosmetics North America
Industry	Hair Cosmetics
Number of Employees	70 U.S., 250 Worldwide
Services Offered	Sell Hair Products All Over the World

Keeping Our IT in Great Condition

Uptime and Security are Critical

Challenge

Our previous IT company was completely reactive and was not taking care of us from many perspectives. We had a lot of system downtime, our field sales employees were having major problems connecting, our systems weren't up to date and our security measures were pretty much non-existent—we didn't even have antivirus installed.

Our owner George Keune wanted managed services per device to be consistent with how a managed IT company supports the main office in the Netherlands. He was looking for preventative support and the ability to know how much to budget for IT every month.

Solution

RELITEK did a full assessment and security audit, then implemented smart solutions to bring us up to date and maximize availability. They put systems in place to proactively run updates and secure our network, and instituted system refreshes on a monthly basis. They also installed a new firewall and VPN system to ensure secure network logins, updated our server warranties and added other security features such as OpenDNS.

Result

RELITEK has exceeded our expectations. We have significantly more uptime, which saves us money, and haven't had a network virus since they started managing our IT. They don't just fix problems, they prevent them from happening in the first place. That means we can fulfill customer orders with complete confidence. Plus, now we know exactly what our IT costs will be month to month which makes budgeting much easier.

Partners in Success RELITEK is Our Trusted Advisor

Challenge

Our previous IT company didn't ever follow through on tasks. We were looking for a long-term partnership with an IT service provider because our IT infrastructure is critical to our business and switching companies is very difficult. Our company has been growing 20 percent every year so we needed a partner that could grow with us. RELITEK is that partner.

Solution

Their initial assessment gave us insight as to what needed to be replaced on the network and what new processes we needed in place. They also pointed out that our servers didn't have warranties and that our firewall was 12 years old. Now that we've resolved the vulnerabilities in our environment, we can look to the future with certainty and predictability.

Result

RELITEK gives us the peace of mind that our technology can reliably support our on-going growth. They've taken the time to really understand our business, where we are and where we want to go and we know they'll be by our side every step of the way.

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Jennifer Hammond, *Director of Finance and Operations*



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RELITEK Solutions, Inc. provides dependable IT solutions based on the highest level of professional integrity. We focus on your success by providing a reliable, well-managed IT infrastructure and, if problems arise, responsiveness is our top priority. Our services include proactive network monitoring, patch management, antivirus, backups, helpdesk, compliance, cloud solutions and on-site services for a fraction of the cost of one engineer's monthly salary.

Contact us at 678-344-7481 to find out how having a technology partner that goes above and beyond can accelerate your growth.