

On-site IT support: an Ynvolve case study

A global leader in nutrition, with headquarters in California, offers its customers industry-leading meal replacement shakes and dietary supplements to help them reach their health goals.

Scope: Bi-weekly visits from an on-site engineer to perform various services and provide maintenance to mitigate future issues in Budapest and Prague, while guaranteeing a superior end-user experience. The services include local infrastructure support, end-user support for operating systems, and asset management.

With more than 40 years of experience and operations in more than 90 countries, this nutrition company contacted Ynvolve for IT outsourced services in Budapest, Hungary, back in 2017. Fast forward to 2020, and the client decided to extend the scope to Prague, Czech Republic.

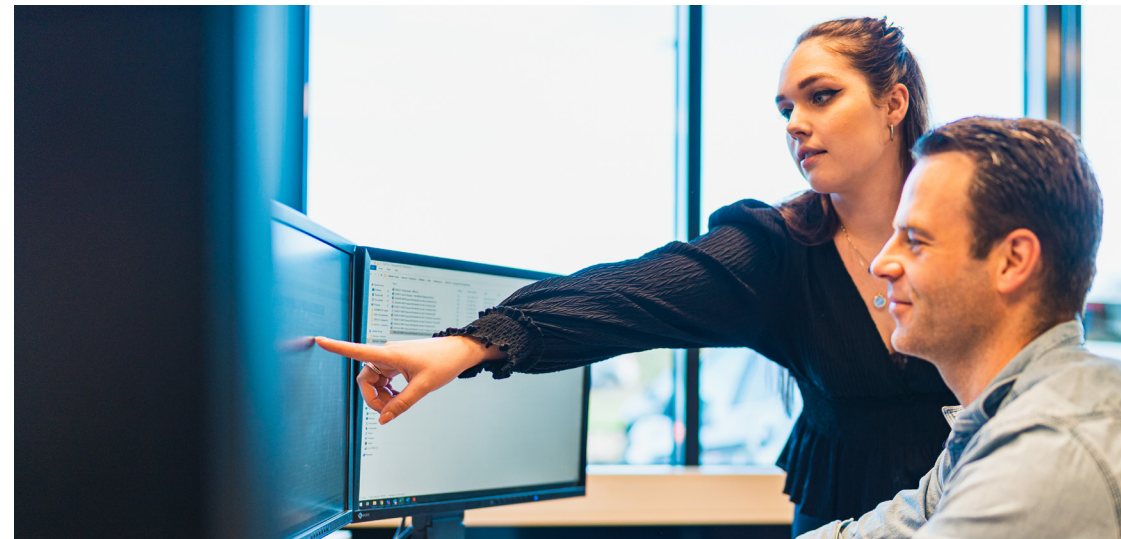
Their goal was to find an IT services provider who showed strong expertise and flexibility, and with capacity for worldwide coverage to deliver on-site IT support on a bi-weekly basis in various locations. As these are Ynvolve's core qualities, we were thrilled to assist with this project.

The set-up process was easy and hassle-free for the client. Our maintenance team assigned a local engineer that understands the culture and speaks the language of each site. Then, the engineer planned an initial site visit to get to know the office, the users, and the overall IT environment.

After the parties were acquainted, our engineers and maintenance team sat down with the client to review all the findings and create an action plan for the upcoming visits.

To this day, our on-site engineers are still providing the superior end-user experience our client was expecting while offering them the flexibility of rescheduling when needed. Additionally, by choosing to centralize their on-site support to us, our client benefits from the total cost control and transparency that comes with outsourcing services.

Currently, our team is in the negotiation stages with the client to expand these services across their other EMEA locations.



For more information about our services, call our office at **+31 (0) 243 488 260** or email our professional services team at **support@ynvolve.com**. You can also visit our website at **www.ynvolve.com**.