



# Case Study: American Digital Corp.

IT services for a Chicago based  
Enterprise Managed IT company.



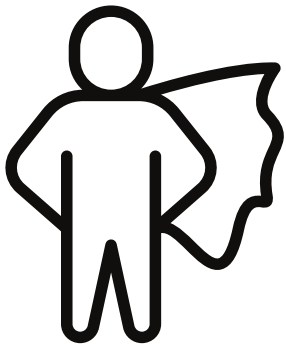
Advanced  
Computer  
Solutions

# About ACS

## Our Mission:

**Businesses are less profitable and fail because of poor IT. We guide companies to be more competitive by eliminating IT downtime. Profitable and competitive businesses mean better opportunities for future generations and a stronger community.**

## Case Study: Remote IT Services



American Digital is a dedicated SAP partner entirely focused on clients' needs. American Digital acts as an extension of their clients IT team, always keeping business goals and long-term objectives top of mind. American Digital looks at each project individually and within the context of a complete IT picture and takes on all of the heavy lifting. From assisting with potential objections from management to mapping out use case development, American Digital is partner dedicated to their clients' success. Whether it's a complete SAP HANA migration or on-going support for a SAP BASIS team, American Digital offers a variety of expertise which they pass on to clients, ensuring that clients spend more time focused on other areas of business and what they do best.

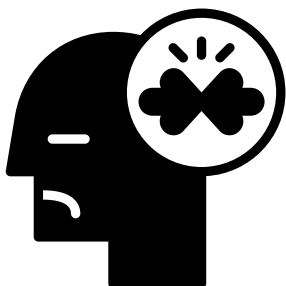
**Lost Productivity:** The American Digital team had to wait for the IT partner to respond to support issues. This slow response meant the American Digital team was not productive.

**Expensive Surprises:** American Digital was not able rely on their IT partner to guide them in planning the future for IT expenses.

You don't have to look far to see that American Digital is a company that provides amazing service to its clients, from the 10-year average tenure of a customer to the longstanding devotion of its employees. The American Digital team has worked hard to build a business that focuses on customer long-term goals and success.

*Having an IT partner who doesn't support your business and customers with the same level of care is frustrating.*

Your IT provider should have the same commitment to your success as you have to your clients.

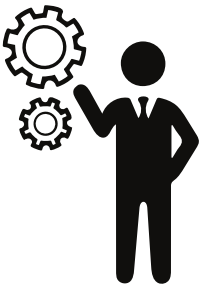


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American Digital approached ACS because of our reputation for being able to support businesses that have a remote work culture and our ability to provide fast support.



Utilizing the ACS Technology peace plan ACS guided American Digital to a solution.

ACS Technology Peace Plan

Step 1: Meet and discuss your IT issues

Step 2: Create and execute a custom IT Plan

Step 3: Confidence knowing that your IT needs are taken care of so you can grow your business.



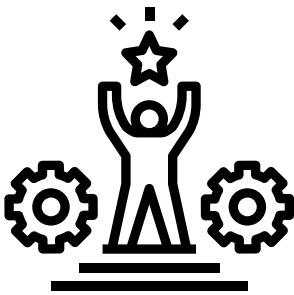
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The American Digital team now enjoys having their service requests routed and worked on by a technician in *less than 30 minutes*. This means the American Digital team has less stress, helping ownership retain their best employees.



Less time spent waiting on service requests also means that the American Digital team is more productive. The team is able to do their jobs and serve clients better.

As part of the solution, ACS meets with the American Digital team quarterly to review their IT situation. These Situation Assessments help the American Digital leadership understand their IT system, see strengths, weaknesses, opportunities and threats, and plan for the future. Budgets are created, goals

*American Digital is no longer powerless, waiting for their team to get support and not knowing their IT situation. They now have a partner who eliminates IT downtime and helps guide them in their business.*

