Free your time. Free your mind.

An IT Glue case study

ITque

Founded: 2011

IT Glue partner since: 2015

Employees: 12

PSA: ConnectWise

> Documentation is by far the one tool that we have no desire to change or look anywhere else. "

Watch the video here!

ITque began in 2011 as two break-fix companies which then combined forces. DJ Forman, CTO, explains **"One of the biggest things IT companies used to do, is they used to try and make themselves sticky by owning documentation - owning all the passwords. That's wrong."**

Before IT Glue, ITque struggled with information sprawl. "Things were kept in separate files, they were all over the place. There was no way to have any kind of continuity."

Now, ITque leverages documentation as a key source of transparency. With client information documented in IT Glue, team members can always operate at 100%, and clients can be offered visibility into what processes are taking place.

"With IT Glue, I could go and onboard a new 200 user client, put in all kinds of information and then if I get hit with the flu the next day, which actually happened, the techs could just follow up. They log into IT Glue and all the information is there. Even though they've never set foot in the client's site, never logged in to anything, they could get in to do what they needed to do."

By being able to have any team member capable of responding and assisting clients, ITque is able to deepen their relationships with clients. Upon request, clients can have access to their information or processes taking place, creating a strong degree of transparency.

"We try to give everyone all the information they need and make them the real owners of their own information."

Overall, documentation is essential for building a sense of trust, efficiency, and transparency across teams and with clients. It's this transparency that drives business and makes doing the job less about searching for information, and more about providing results.

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ITGlue