

Ready, set, grow.

An IT Glue case study



Founded: 2014

IT Glue partner since: 2017

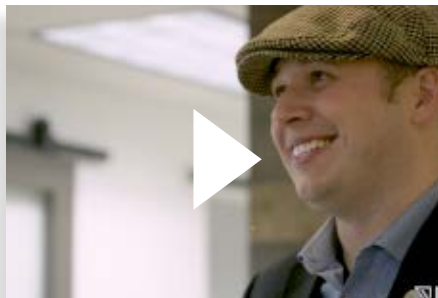
Employees: 17

PSA: Autotask

RMM: Continuum

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Watch the video here!



Founded as Cottage Computers in 1990 in Edmonton, Tier 3 IT Solutions is a small MSP that has steadily grown from 2-20 staff in the past 12 years.

“Getting buy-in for documentation was easy with the techs who were already documenting, but the harder part for us were the more experienced techs. They didn’t see the need to document, because everything was in their heads,” explains Operations Manager JP McEachern.

In order to get buy-in from the rest of the team, Tier 3’s management needed to show the value of IT Glue. **“Once IT Glue was in place there was a structured format to actually train our new staff. Our more experienced techs will still sit down with the newer ones, but in a more structured way.”**

“It really wasn’t until there was a base level of knowledge there that they saw the value.”

The end result of getting all of his team on board is that onboarding is now a much more streamlined process. “It used to take three months to get a new tech up and running, now they can be serving clients within 2-3 weeks,” McEachern explains.

Tier 3 is also a strong advocate of MyGlue. McEachern elaborates on the value MyGlue provides in terms of security.

“MyGlue comes into play when clients have multiple passwords on multiple platforms. Ideally, you’d want people to all have single sign-on, but not all platforms support that. So the next best thing is password management. **Nothing makes password management easier than MyGlue, because us as support specialists are able to manage the back end, whenever it is a shared password with our office.”**