

Scale your business with smart documentation.

An IT Glue case study



Founded: 2014

IT Glue partner since: 2017

Employees: 17

PSA: Autotask

RMM: Continuum

Excel Office Services began when President and CEO, Brett Butler, purchased a copier company about 4 years ago. As that market became saturated, and in order to serve their customers better, they transitioned the company into a managed services role.

Adam Olsen, vCIO, explains, "We had a choice of where to go first, and our documentation was so important and such a disaster in terms of being in Sharepoint, and Notes, and sticky notes. We were managing 500 customers at that point, and the tickets weren't as important as knowing where each system was, what was configured on those systems, having backups, and having all that information at our fingertips. **Protecting your infrastructure starts with knowing where it is.**"

"We purchased IT Glue first because we needed to standardize our documentation system."

Right off the bat, Excel Office Services was able to start tracking their information with more structure and consistency. In doing so, they were able to provide better levels of service to customers. Adam adds,

“ IT Glue has allowed us to remove knowledge from one person's brain and put it into a common space where many people can access it; something that, for a long period of time only I could do, now my tech can replicate. ”



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Brett highlights that there was shift from needing to protect copiers to needing to protect the customers' data. "We manage accounts like the L.A. Times, Hulu, some very large law firms, and they're counting on us to manage their data and we need to ensure we have the infrastructure to support it. **One of the critical flaws is that if you don't have systems that talk to each other, you can't scale your business.**"

IT Glue's integrations with both Autotask PSA and Continuum Help Desk allowed Excel Office Services to manage both their tickets and the documentation required to solve those tickets.

“ The reason most tickets get kicked back to the partner, is that they don't have the documentation. When we partnered with IT Glue, we really changed the game. ”

IT Glue has become a central part of how Excel Office Services manages their customers' information, but they're even looking beyond just the techs' need for documentation. Adam explains, "IT Glue is a technology you need to have. We're proud to have it, we live by it in the IT department. **My goal is to bring to the rest of our company so it becomes the single repository for everything.**"

Want to learn more about their experience?

Click here to watch!

