



Customer Profile

- Preventive Maintenance Services Company (PMSC)
- Colorado, California, Georgia, Florida, Washington, and Washington, DC
- Founded in 1986
- 200 employees

Preventive Maintenance Services Company

Preventive Maintenance Services Company, PMSC, is a woman-owned small business and major contractor to the U.S. federal government. Across its multiple locations, Denver, Washington DC, Tampa, Atlanta, Richland, and Los Angeles, PMSC partners with government officials, contracting officers, and building managers to provide reliable and cost-effective full facility operations support.

The Challenge

Like every growing organization in today's digital world, PMSC requires modern technology to work efficiently, uphold security, and remain relevant. In order to ensure they had the best technology to service their customers, PMSC employed an in-house IT technician. As the organization grew and technology progressed, PMSC recognized the need for something more. Major projects were brewing, the business was growing, and the organization's main office was moving across the country. Server consolidation was necessary, workstations across the U.S. needed management and maintenance, and a historical record of IT activities was necessary.

In order to accommodate their needs, PMSC hired an auditor to evaluate their then current IT systems and processes. The auditor's recommendation – work with a managed service provider for IT services, namely ConnectWise IT.

The Solution

In October 2015, PMSC engaged with ConnectWise IT as their exclusive IT service provider. The ConnectWise IT staff immediately worked to ensure PMSC's technology was in peak operational condition. They evaluated and consolidated the numerous servers PMSC had in place. The ConnectWise IT team set up a monthly maintenance program for the staff workstations that are dispersed across the U.S. and configured antivirus software to prevent unwanted intrusions. Each of these workstations is now managed remotely by ConnectWise IT.

The PMSC leadership team also wanted to understand the types of IT services their staff members requested, how often, and monitor problem activity. ConnectWise IT now functions as the service desk for the PMSC staff and tracks each activity using service desk tickets. PMSC leadership has full visibility into current and historical service desk activity.

In addition to daily operations, a major cross-country office move and new office openings went off without a hitch. ConnectWise IT set up cloud storage to ensure PMSC staff had consistent access to all data and systems. In addition, computers were configured and delivered to office staff. PMSC continued to seamlessly operate during these transition periods.

Daily backups, monthly check-in calls, and personalized attention to the technology details round out the services that keep PMSC productive.

The Benefits

The dispersed nature of PMSC's organization requires specialized IT services. The organization did not want to directly hire IT staff at each site. When asked about quantifiable improvements, PMSC feels that the cost savings that come from peace of mind are most important.

"We love that ConnectWise IT can do everything remotely. The team keeps our business up and running and most importantly provides peace of mind that everything is taken care of."

Lisa Pierce, Vice President of Administration, PMSC

Outsourcing IT services to ConnectWise IT leaves the PMSC staff able to focus on their speciality – providing superior facilities support services to the federal government.