

CASE STUDY

From Constant Disruptions to Consistent Productivity

T3E needed technology that could keep pace with order volume and employee demand, not create delays, shared workstations, or uncertainty when systems failed.



7-Minute Guarantee For Support



99.9% Uptime



95% Annual Client Retention Rate



24/7/365 Remote Monitoring And Management

Overview / Summary

T3E Company, a long-established provider of headsets and conferencing solutions, relies on uninterrupted system access to process and ship customer orders efficiently. Even minor outages created workflow breakdowns that affected fulfillment timelines and staff coordination.

Partnering with 24x7 IT Solutions introduced a managed IT structure designed to stabilize operations, respond immediately to issues, and prevent disruptions before employees ever noticed them.

The Solution

24x7 implemented a proactive support model tailored to eliminate downtime and provide immediate assistance whenever needed. Instead of reacting to failures, the focus shifted to maintaining consistent system availability.

- Deployed continuous monitoring to identify and address issues early.
- Provided direct access to support without layers of delay.
- Stabilized workstation performance across the organization.
- Assumed responsibility for maintenance, updates, and issue resolution.
- Ensured employees always had the tools they needed to perform their roles.

This structure removed the burden of IT management from internal teams and replaced it with accountable oversight.



"If something goes down, we are truly out of business. Their team is attentive and gets things taken care of quickly."

-Walter Contino, Vice President, T3E Company

Stop Letting IT Interrupt the Work That Matters

See how proactive management and real response times create an environment your team can rely on every day.

[Get Help Now](#)

Business Challenge & History

Before working with 24x7, T3E experienced recurring technical interruptions that directly affected daily output. When systems went down, productivity stalled and employees had to improvise to stay operational.

- Staff occasionally lost access to their primary workstations.
- Employees were forced to share computers during outages.
- Order processing slowed whenever systems became unavailable.
- Internal time was diverted away from customer service to manage IT problems.
- Leadership lacked confidence that issues would be resolved quickly.

For Walter Contino, Vice President, the problem was not isolated incidents. The unpredictability of IT performance created operational risk that could not continue for a business dependent on timely fulfillment.

The Benefits or Outcomes

The organization quickly saw improvements in both productivity and confidence. Employees no longer adjusted their day around system instability.

- Orders were processed and shipped on schedule without technical interruptions.
- Staff maintained individual workstations instead of sharing equipment.
- Productivity increased because workflows remained uninterrupted.
- Leadership gained assurance that problems would be handled immediately.
- Technology shifted from a recurring obstacle to a dependable utility.

The impact was operational as much as technical. Reliable systems allowed employees to stay focused on fulfilling customer needs rather than troubleshooting infrastructure.

Going Forward

T3E now operates with an IT environment designed to support its pace of business and long-standing reputation for service. With 24x7 managing performance behind the scenes, the company can focus on growth, distribution, and customer relationships without revisiting the disruptions that once affected daily operations.

The partnership continues to provide stability that aligns with the company's need for responsiveness, accuracy, and consistent delivery.