ROBO



Case Study

Always-On IT Support That Keeps Technology Running and Teams Productive

With no internal IT staff, the client gained two dedicated engineers who fix issues the moment they arise.

Executive Summary

With no internal IT staff, the client had no one to turn to when technology broke. ROBO assigned two dedicated engineers, Josh and Charlie, who handle issues the moment they come up. The client now sends every tech problem straight to them and gets help on the spot, so technology keeps running and work never stalls.

Challenges

- No internal IT staff, so when something broke, no one on the team could fix it.
- Needed hands-on technical help constantly, with no one in-house to provide it.
- Day-to-day technology depended entirely on outside expertise to stay operational.

Solutions

- The client reaches Josh or Charlie directly and gets issues resolved as they come up.
- ROBO took on all technical upkeep, removing the need for any in-house IT capability.

“Major shout out to Josh and Charlie who are the best IT guys ever!!! They are always on and ready to help me whenever I need it... which is all the time! I don't know what I would do without them. All my tech would be broken. Love them tho!”

Perry Coburn

ROBO’s Approach

Key Actions:

- Gave the client two dedicated engineers, Josh and Charlie, as their direct point of contact.
- Made Josh and Charlie available the moment the client needed help, on every request.
- Handled each issue personally, so the client always knew exactly who to reach.

Results

- Technology stays running instead of breaking, keeping the client working without interruption.
- The client now routes every tech problem to Josh and Charlie and gets help on the spot.
- In the client's words: 'I don't know what I would do without them.

Get IT Support That Never Stops

Discover how ROBO keeps your technology running with responsive, always-on managed IT support you can rely on.

Get Started

888.321.6994 robo.net