ROBO



Case Study

The IT Specialist Who Has Never Met a Tall Order He Could Not Solve

A hands-on IT specialist who, in the client's words, has never met 'a tall order' he could not solve.

Executive Summary

Facing recurring high-stakes technical issues, the client worked with ROBO specialist Mark Morgan for responsive, hands-on IT support. Serving as a dependable point of contact, Mark resolved difficult problems that had stalled elsewhere. In the client's words, he deserves 10 stars, and no 'tall order' has gone unsolved.

Challenges

- The client faced recurring high-stakes IT issues where typical help-desk support had stalled.
- Urgent, business-critical problems required a responsive point of contact rather than a ticket queue.
- Complex 'tall order' issues demanded depth and follow-through to reach full resolution.

Solutions

- Worked each issue hands-on through to full resolution rather than closing it prematurely.
- Paired technical troubleshooting with a direct, personal support relationship for the client.

ROBO’s Approach

Key Actions:

- Assigned ROBO specialist Mark Morgan as the client's single point of contact for urgent issues.
- Stayed consistently available so the client could reach support when critical problems arose.

Results

- No 'tall order' issue the client raised has gone unsolved, per their testimonial.
- The client rates ROBO's support 10 stars and continues the ongoing relationship.

“Mark Morgan deserves 10 stars! He is the quintessential IT person, always available to solve the most arduous technical issue. There has never been 'a tall order' that he could not solve. Above all, he provides first-class customer service!”

Toni Migura

Get IT Support You Can Trust

Partner with ROBO for responsive, hands-on IT support that solves every tall order.

Get Started

888.321.6994

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