

eMazzanti Delivers Peace of Mind for A+ Personnel



eMazzanti's highly professional monitoring and support gives me one less thing to worry about knowing that my people can always work, and my information is safe.

Jill Rowland, President and Owner, A+ Personnel

Business Needs

Established in 1987, A+ Personnel (A+) provides temporary and direct hire staffing services to corporations located in New Jersey and New York. As a woman-owned, independent agency, the company thrives by providing consistently excellent customer service and steady management.

Dependable IT

Over 10 years ago, A+ engaged eMazzanti Technologies to support and monitor its network and PCs and to provide cyber security.

"I needed an IT company I could depend on," related Jill Rowland, President and Owner. "So, I initiated a search through our local, Hudson County Chamber of Commerce to find a capable, independent IT services company that matched our customer service mindset. We liked Bruce and Carl who came across as knowledgeable and dependable."

Solution

Proactive Service

eMazzanti's engineers proactively monitor Rowland's network and PCs for operational problems. They also provide on-going cyber security and backup for critical business data, which includes job candidates, clients, orders, and accounting. Rowland also pays for data storage and hourly support as needed to handle issues that arise.

Server Upgrade

In 2018, eMazzanti upgraded the company's server. As part of the upgrade, eMazzanti added reliable, automatic backups to replace her manual procedure. A project lead engineer and associate came on-site for one day to perform the upgrade.

"We wanted to remain productive with little or no downtime during the upgrade and then continue with on-going worry-free operations," she stated. "I wouldn't have a business without my computers."

"It all went very smoothly," she continued. "eMazzanti's staff is patient, willing to explain to non-technical employees, tell us why something will happen and generally educate us as needed."

Benefits

Less Worry

After 10+ years of dependable network operation, Rowland appreciates the peace of mind that comes with reliable critical business systems.

"eMazzanti's highly professional monitoring and support gives me one less thing to worry about knowing that my people can always work, and my information is safe," she explained. "If the building burns down, I have the peace of mind knowing that all my data is reliably backed up."

Happy and Feeling Safe

Carefully planned out and executed in a single day, Rowland's server upgrade went very smoothly with little downtime. "I'm very happy with the result," she confirmed. "Any time we don't have computers, we're not doing business."

"If I have an issue, I get immediate attention when I call," she continued. "Their people are patient, friendly, personable and pleasant to deal with professionally. I feel safe putting all my sensitive business data in their care."

Immediate Response

A+ staying with the same managed services provider for more than 10 years says something about eMazzanti's professional and prompt eCare service and staff. As strategists, problem solvers, facilitators, and watchkeepers, they have Rowland's back.

"eMazzanti does a great job! Most impressive, they keep in constant contact," concluded Rowland. "I can get help immediately. That is number one for me."