



DynaSis≡

Case Study: **Communique**

DynaSis Provides Proactive IT Planning and Account Management for Communique

The Client



Communique USA, Inc. opened in 2002 and provides marketing project relief and support to marketing departments throughout Atlanta and around the country. By providing Marketing Staffing, Creative Services and HR Communications solutions, they can help their customers to operate more efficiently and effectively and with a greater sense of well-being.

The Challenge

Before working with DynaSis, Communique was working with another IT partner and didn't feel like they had a relationship where they could ask for recommendations and guidance regarding IT policies and best practices. They weren't confident that their hardware/software was being properly backed up and protected with the latest security patches. There was no accurate reporting or IT planning in place. They did not feel like they were being consulted with IT advice from their IT partner so they decided to speak with DynaSis.

"DynaSis is set apart from other IT vendors because there is a personal approach to everything they do. From the call center reps, to the engineers executing troubleshooting steps, to onsite reps, to our Technical Account Manager – it's all personal. I feel they truly care about our business as if it were their own."

-Christal Young, Director of Information Technology, Communique

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Over a quarter century of IT Support, Management and Integration for Atlanta's small and medium sized businesses.



The Solution

The DynaSis team has helped resolve the challenges that Communique was facing in the past. There is no longer any doubt about proper backups and IT planning. “DynaSis offers so much more than the typical IT support company. They offer dedicated account managers that are truly eager to help your business achieve success with any IT related need. They offer quarterly reports to provide insight into potential issues that could arise within your company’s infrastructure/network. They are proactive partners that help alleviate any fears you might have about the security of your company’s data/network/equipment,” said Christal Young, Director of Information at Communique.

The Results

Communique is highly satisfied with the results they have seen since signing on with DynaSis. They predict they will continue to see consistent results as their partnership continues. “The customer service far exceeds my expectations, and engineers are always confirming that the service has been performed to our expectations,” Young said.



DynaSis is an Atlanta IT services and cloud computing provider for small and mid-sized businesses. All of our solutions focus on helping companies achieve the three IT necessities of the modern business – availability, security and mobility. We specialize in on-demand and on-premises managed IT services, managed cloud infrastructure, desktops and backups, and professional hardware and equipment installation. For more information about DynaSis’ IT support and services, visit www.DynaSis.com.

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