



# Case Study

## Professional IT Services

Loftin Equipment Co. Bridges Critical IT Gaps with  
Trapp Technology's Professional IT Services

## Background

Responsible for the technology needs of nearly 250 employees distributed across the Southwest, Brian Nuestro, IT Manager at Loftin Equipment Co. and Bay City Electric Works, utilizes Trapp Technology's Professional IT Services when crucial company projects grow too complex for his limited IT department to handle. With these services, Nuestro can request a Tier 2 or Tier 3 support engineer to visit his location and aid his team with an IT project or obstacle in addition to Trapp's remote monitoring and management services.

## Business Challenges

### EMAIL OUTAGE

A month after Nuestro was hired, the company experienced an email outage that put employees out of email contact for nearly four hours. During that incident, the need for an outside IT resource was clear. "I did everything I could. I couldn't figure out what the issue was," said Nuestro.

### LIMITED INTERNAL RESOURCES

With only a few employees in the department, Nuestro and his staff often had a lot on their plate. To accommodate sudden obstacles or shifts in IT needs without hiring another full-time staff member, they required access to additional IT resources to quickly and efficiently troubleshoot complex issues if they arose.

### TROUBLESHOOTING EFFICIENCY

Being a service-based company, Loftin Equipment required an IT services solution that would operate quickly and efficiently to minimize the damaging effects of outages or any other lapse in service.

### VENDOR RELATIONSHIPS

Rather than wasting time bidding out projects and shopping around to get the best price on hardware and services, Nuestro wanted a trusted vendor he could confidently rely on to expedite both processes without overcharging.

## The Solution

### EMAIL OUTAGE RESCUE

In the midst of the company's email outage, Nuestro was pointed toward Trapp Technology for help. Within minutes Nuestro was put in contact with one of Trapp's Microsoft Exchange experts. "He helped me for at least two hours to figure out the issue," said Nuestro. "For someone that's willing to help us like that in a time of need—there's no question I'm going to utilize them in the future."

## Company Profile

### COMPANY

Loftin Equipment Company

### CUSTOMER WEBSITE

[www.loftinequip.com](http://www.loftinequip.com)

### COUNTRY OR REGION

Southwestern US

### INDUSTRY

Industrial Machinery and Equipment

### PARTNER

Trapp Technology

### PARTNER WEBSITE

[www.trapptechnology.com](http://www.trapptechnology.com)

### PROFILE

Founded in 1977 and based in Phoenix, AZ, Loftin Equipment Company provides power generator and backup services, sales, rentals, and parts to businesses and homes across the American Southwest. With several offices spread throughout the territory, their network of remote technicians are experts at diagnosing, servicing, and maintaining, the most advanced power systems available on the market.

### GAINED IT RESOURCES

During normal operating hours, a Tier 1, Tier 2, or Tier 3 engineer is available to aid Loftin Equipment's IT department on-site or remotely whenever needed. "Any time I need extra help or the department needs extra help, I contact Trapp to utilize their resources to assist us."

### QUICK TURNAROUND

Nuestro is particularly impressed with the speed and convenience Trapp's technicians afford his company. "I can call for support and get a call within the hour. They work fast, they work efficient, and they don't need to be micromanaged. It's been great."

### INCREASED EFFICIENCY

The extra help from Trapp Technology also alleviates some of the stress put on Nuestro and his team. "We've been able to concentrate on various other projects where we would probably spend hours to figure out or troubleshoot specific networking issues. They take care of the issue and update me with what I need."

### SMARTER PURCHASING

Trapp Technology's established relationship with Cisco puts Nuestro and his team at ease when purchasing their hardware. "Since they're Cisco Certified Purchasing Partners, I don't have to bid them out. I know they're going to try and get us the lowest price point."

### ESTABLISHED TRUST

"The fact that [a Trapp] employee comes to the office as if he's like any other internal employee we have, or when their sales staff comes in and it's not about business 100% of the time... To me, that goes a long way."

## Service Highlights

### REMOTE SUPPORT

- Unlimited Support Hours
- 24/7/365 Support Access
- 100% U.S.-based

### ON-PREMISE SUPPORT

- Tier 1, Tier 2, or Tier 3 Support
- Monthly Consultations
- Quick Response and Turnaround

### MANAGEMENT

- Remote Monitoring
- Anti-virus Management
- Backup Management
- Data Recovery Services

### PROCUREMENT

- Cisco Certified Purchasing Partner
- Hardware Implementation and Configuration

### QUOTE

"Personally and with the industry we're in, customer service is a must and makes a great impression on me. It's one of the main reasons I never really look outside of Trapp Technology... All the way around from the account manager perspective to the hands-on expertise of their staff, it's just been phenomenal."