

Success Story:

GoTo Resolve enables Alpha CC to reduce resolution times, boost efficiency and take on more customers

Founded in 1985, Alpha CC is a family-owned IT service provider, offering IT products, support and maintenance services to businesses of all sizes in Ireland.

www.alphacc.ie



Challenge

Alpha CC supports up to 1,500 business users every day through IT maintenance contracts, covering IT support and helpdesk services. For around 15 years it had been using Rescue from GoTo to deliver remote IT support, alongside Central to provide remote monitoring and management.

Jonathan Donnelly, Managing Director of Alpha CC, says: “Outsourced IT support represents around 90% of our business. We wanted to become more pre-emptive in managing devices and identifying issues remotely, with the goal of improving efficiency and easing the workload for our helpdesk.”



Solution

Jonathan’s contact at GoTo introduced the company to GoTo Resolve. This all-in-one IT management solution incorporates remote device and disk management, remote access and support, anti-virus management and helpdesk functions, all accessible from a single pane of glass.

After benchmarking against comparable products, Alpha CC decided to switch to GoTo Resolve as its primary IT support tool. GoTo supported the company to migrate from its two existing products to GoTo Resolve over an eight-month period.

Jonathan says: “The upgrade to GoTo Resolve was significant for us. We got a lot of support and handholding from GoTo – nothing was too much trouble for them. They managed the migration so that we could continue using Central while making the transition to GoTo Resolve.”

“The efficiencies unlocked by GoTo Resolve have enabled us to reduce call times by around 20%, while halving the time required for anti-virus and disk management. It is also allowing us to take on more customers, since the process for setting up and managing customers is so simple.”

Jonathan Donnelly
Managing Director
of Alpha CC

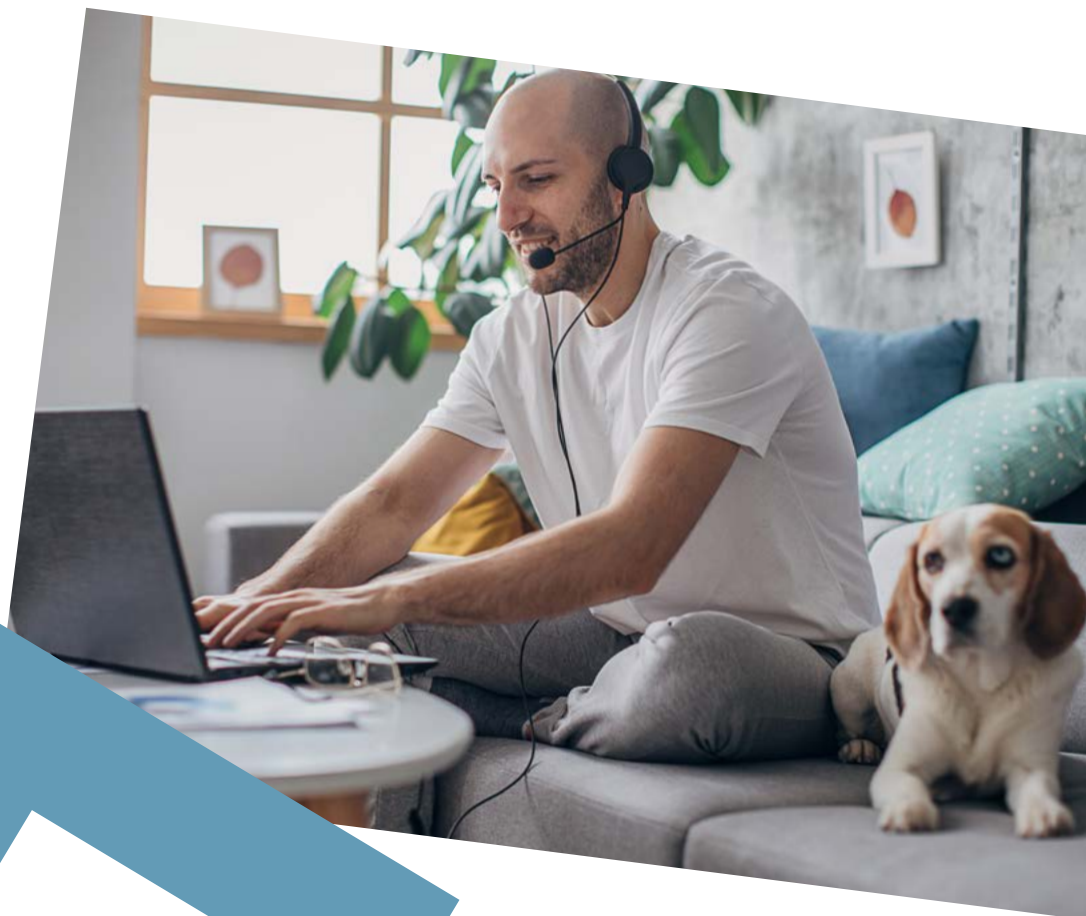


Results

“Our team are very happy,” says Jonathan. “GoTo Resolve is very powerful and so easy to use. It does a lot of automated work, monitoring devices and providing early warnings of impending issues. Our helpdesk used to be red-hot with calls at 9am, but now we can deal with many issues preemptively to alleviate that pressure.”

Alpha CC cites unified management as one of the greatest benefits of GoTo Resolve. It means everything they need is in one place. Disk management, anti-virus management and deployment times have been reduced by around 50%. Remote access is simple and can be activated at the click of a button. Previously clunky processes navigating between Central and Rescue have been eliminated. Security is another strong area, with GoTo Resolve offering robust processes to ensure security is always in front of mind.

Jonathan adds: “Device management is far superior with GoTo Resolve. It has revolutionised everything for us, with automated reports that are clear and easy to access. GoTo Resolve fits in well with our ecosystem and is the perfect tool to support our customers.”



In need of a remote support solution that saves time, money, and resources?
GoTo Resolve. All-in-one IT support software, made simple.

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