

CASE STUDY

[mpd] Mikkelsen & Pettersen Data AS Case Study



The Customer

Founded in 2004, Mikkelsen & Pettersen Data AS specializes in providing IT-related solutions for small to mid-sized businesses. From extensive hardware and software offerings to network installations and hosting services, Mikkelsen & Pettersen covers a broad selection of IT needs that must be delivered accurately and consistently to customers throughout Norway.

One of the predicaments they faced on a daily basis was providing seamless printing capabilities to customers with varying printer models and mixed computing environments. This repetitious and tricky circumstance was often compounded with the need for remote user printer access, which made things even more complex.

Mikkelsen & Pettersen Data AS had a problem on their hands when over 50% of support calls were printer-related.

In order to live up to their mantra of outstanding customer service, Mikkelsen & Pettersen knew it was imperative that their solutions also ensure reliable printing. It became clear that an efficient and effective printing solution was needed as quickly as possible.

ScrewDrivers Solves Overwhelming Printer Problems

Upon installation of ScrewDrivers, Mikkelsen & Pettersen Data AS experienced a drastic drop in support calls and revenue increased substantially due to the consequent rise in customer satisfaction.

ScrewDrivers reduced printer-related problems by 99%.

"Clients view us as a knowledgeable and serious partner and are very happy with our services now," stated Tor Egon Mikkelsen and Morten Pettersen. "A Terminal Server without ScrewDrivers is like a car with low tire pressure. You can drive it but will spend 70% more on gas and maintenance." Not only that, ScrewDrivers was able to stabilize their environment, which was a relief for both employees and customers.

Environment

- 130 users throughout Norway
- 2 Terminal Servers for internal use
- 5 Terminal Servers for external use by clients
- 32 and 64-bit server environment

Customer's Quotes:

"Without ScrewDrivers it is impossible to properly provide services related to Terminal Server.

ScrewDrivers helps us deliver valuable, professional service through the life of the customer relationship."

-Tor Egon Mikkelsen and Morten Pettersen, CEOs/ Owners

"This has been the best software investment we've made for both our employees and clients."

-Tor Egon Mikkelsen and Morten Pettersen, CEOs/Owners