

CASE STUDY

Months of IT Problems Resolved in a Single Day

A frustrated organization traded persistent IT failures for rapid resolution and a dedicated, caring support team.



INDUSTRY: Senior Services

SERVICES: Managed IT Services

CLIENT: Council on Aging of West Florida



CHALLENGES

- IT problems had gone unresolved for months, disrupting daily operations for staff and the organization.
- The previous provider failed to deliver timely fixes, leaving critical issues open far too long.
- Poor responsiveness eroded confidence and forced a search for a more capable IT partner.
- With staff time absorbed by unresolved issues, the team had less to give the seniors it serves.

SOLUTIONS

- Assigned a dedicated support team accountable for responsiveness and reliable, ongoing service.
- Cleared the backlog of issues the previous provider had left open for months.
- With IT no longer a daily fire drill, staff could put attention back on residents and programs.

EXECUTIVE SUMMARY

Council on Aging of West Florida had wrestled with unresolved IT problems for months under a previous provider that failed to deliver. After transitioning to Hixardt Technologies, those long-standing issues were resolved within the space of a day. The organization now reports high satisfaction and points to a dedicated, competent, and caring team as the difference.

KEY ACTIONS

- Managed the transition from the previous provider to Hixardt with minimal disruption to daily operations.
- Audited every open issue the prior provider had left unresolved and traced them to their root causes.
- Prioritized the most pressing problems and began remediation immediately after onboarding.

RESULTS

- The backlog of issues open for months under the prior provider was cleared after the switch.
- Those long-standing problems were resolved within the space of a single day.
- The organization reported high satisfaction and would confidently recommend Hixardt to others.
- Restored confidence in IT support freed the team to concentrate on its mission.

WHAT CLIENT SAYS

“We are very satisfied with our transition to Hixardt! Problems that had been facing us for months were resolved within the space of a day. A dedicated, competent and caring team is what awaits you if you make the switch. There are a lot of IT companies out there but only one Hixardt.”

— Council on Aging of West Florida

Make The Switch To Hixardt

Stop living with unresolved IT problems and discover the dedicated, responsive support your organization deserves.

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