

Tyres International saves money and time, and achieves peace of mind due to Simplex-IT's technology management services.

PROBLEM/ SITUATION



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Tyres, Inc. (Tyres) is an independent tire distributor that has been serving clients across the US for over 50 years. They operate multiple offices and warehouses throughout the country.

Evolving and growing over the years, Tyres incorporated various software and technologies into their business operations. Eventually, their IT operations reached a scale that required regular monitoring and management. "If systems aren't up and running, we have no phones, no email, no internet. That's how most of the business is done now, so we need everything to be up, functional, and online." said Mike Bezbatchenko, Vice President at Tyres.

The company initially tapped Mike to oversee their IT operations. At the time, Mike was new to Tyres and, though he didn't have extensive experience with B2B technologies, Mike was able to understand and address issues as they arose. He worked with vendors to successfully implement new technologies, such as an upgraded ERP system.

However, continued growth and an expanding technological footprint led Tyres to seek additional IT support and expertise. "It was taking a lot of time just figuring out issues, researching," explained Mike. "We had to find someone else to help us manage it all."

Tyres decided to hire a third party specialist to help manage the company's IT operations. The IT specialist's prices were reasonable and, for several years, they worked closely with Mike and the team at Tyres. Then, the third party specialist was acquired by a bigger firm and "things changed." The IT specialist's prices increased while the level of personalized support and attention waned.

Mike and Tyres management decided it was time to look for other options. They began a bidding process with various competing providers. A local company came out on top: Simplex-IT.



Tyres saves approximately

20%

of their overall IT budget by working with Simplex-IT.



**MIKE
BEZBATCHENKO**
Vice President | Tyres International
tyresinternational.com

I definitely recommend working with Simplex-IT. It eliminates the stress and headache of doing things in-house by yourself, especially if you don't have the background to do it."

SOLUTION



Simplex-IT made it easy. They handled it all.”

Simplex-IT initiated their partnership with Tyres by conducting a meticulous inventory of existing equipment and IT resources. “They came in here and went through it all,” said Mike. The result was a comprehensive evaluation of Tyres’ hardware, software, servers, network, warranties, and IT security.

“They made it easy,” Mike said. “They handled it all.”

The transition to Simplex-IT taking over management of Tyres’ technology “was seamless. We didn’t notice any hiccups on our side. I can’t remember any negative as far as the transition,” recalls Mike.

Simplex-IT now manages all of Tyres’ IT operations, proactively addressing their most pressing IT needs, including cyber security and business continuity solutions. The companies communicate frequently and work together closely to determine optimal solutions for the variety of technological challenges and opportunities that Tyres faces. Tyres saves approximately 20% of their overall IT budget by working with Simplex-IT.



It’s worth getting a fresh set of eyes on your current network and operation to see if there is either a cost savings or efficiency savings by switching to Simplex-IT.”

RESULTS



You’re not just an account number in their customer book. You actually feel like there’s a personal relationship.”



Cost Savings

Tyres saves approximately 20% of their overall IT budget by working with Simplex-IT.



True partnership

Simplex-IT is invested in Tyres’ success. They share the same goals and work together closely to figure out the best path forward.



Time savings

Since partnering with Simplex-IT, Mike’s time has been “freed up probably by 50%.”



Peace of mind

Tyres hasn’t had any significant IT issues while working with Simplex-IT, and Mike hasn’t “had anyone come to me with tech problems. If I don’t hear about it, that’s a good thing.”



Attentive support

“You’re not just an account number in their customer book. You actually feel like there’s a personal relationship. You’re on a first name basis. You get to talk to them regularly,” said Mike.