Customer Experience
CSE | Customer Service Experts

CSE
every connection counts.

Better Service. Bigger Bottom Line.

Customer Service Experts (CSE) – based in Annapolis, MD – prides itself in helping its business clients achieve superior customer service. By addressing the entire lifecycle of employee-customer interactions, CSE provides organizations with practical ways to improve the customer experience – and their own bottom lines.

Rapid Growth Adds IT Challenges

As CSE rapidly grew to serve more clients nationwide, it became necessary to take a hard look at their IT infrastructure. CSE's aging equipment and outdated software applications were not keeping up with increasing user demands for mobility and speed. Desktops and servers had not been upgraded in years, and were struggling to run the latest business applications. Remote employees required flexible access to corporate data and wanted the ability to collaborate with their colleagues. The challenge for CSE was trying to address all of these issues at the same time – an undertaking that could be costly and disruptive.

A Better, Easier Way

DataLink was called in to assess the situation and put together a practical solution. To address CSE's challenges and continued growth, DataLink recommended moving from a legacy IT approach to the flexibility and cost effectiveness of Private Cloud Service. DataLink configured powerful hosted servers to support CSE's Virtual Desktops. No matter where they work, CSE users can get online and get their work done. CSE is now running the latest Microsoft operating systems and Office applications, along with other critical business tools. The Private Cloud solution also leverages CSE's current desktops; although old, they worked just fine in the new virtualized environment, and it saved CSE from the capital expense of replacing them. The cloud provides connectivity between all headquarters staff and remote employees, making anytime, anywhere collaboration and information sharing easier.

No More Worries

CSE's cloud is backed by DataLink's 24x7x365 support and survivable systems in a world-class data center. Everything is managed for CSE by DataLink, so CSE no longer has to worry about routine upgrades and security patches. Nor are they required to plan and budget for new hardware every 2 to 3 years. With DataLink running their IT Services, technology is no longer viewed as a barrier to growth, instead it is driving CSE's continued expansion.

"I still can't believe how much better my business runs on Virtual Desktops and the Cloud.   No matter where our CSE team members are, the technology works!"
- Lise D'Andrea, President & CEO, CSE

HIGHLIGHTS

CUSTOMER
Annapolis, MD-based
Professional Services

SOLUTIONS
ProLink Private Cloud Service
Virtual Desktops
Network Monitoring & Management
Server, Desktop, Laptop Support
24x7x365 IT Support

KEY BENEFITS
Secure on- and off-site VDI access
Automated upgrades
Predictable, monthly IT budget
Single Source IT solutions & support
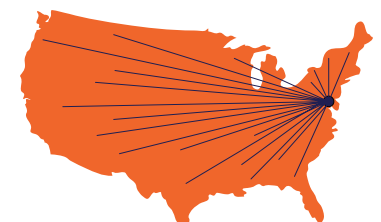DataLink IT experts on call

COMPLETE COVERAGE
DataLink is based in Millersville, MD and supports your local, regional, and national locations.

We Make "IT" Easy