



Customer Experience

ACE Hardware & Hearth



Gearing Up for Better Customer Service

Serving Central Maryland since 1978, ACE Hardware & Hearth was looking for help with all aspects of its IT operations. A successful, family-run franchise, the busy retailer needed to support over 70 users at its stores in Glen Burnie, Pasadena and Edgewater, MD. To continue providing top-notch service for its Anne Arundel County customers, ACE had a range of IT plans and exacting support requirements, which quickly led to its selection of full-service, local technology provider, DataLink.

"We're always impressed with DataLink. They respond quickly when we need help and their services are affordable – as promised. They are a great IT partner."

- Pete and Michele Peterson
Co-Owners, ACE Hardware

Getting Down to Nuts & Bolts

ACE needed a one-stop-shop IT provider who could do more than fix computers onsite during its retail store hours – 8:00 am to 9:00 pm. They wanted a partner who could handle diverse technology issues as they arose, from managing servers and computers, to handling business continuity planning and network management, to implementing credit card payment security to PCI standards. ACE also wanted to receive reports on the overall health and performance of the IT infrastructure among its three locations.

HIGHLIGHTS

CUSTOMER

Hardware, Garden, Fireplace & Hearth
3 locations: Central Maryland

SOLUTIONS

Managed IT Service
CTO / CIO Consultancy
Business Continuity | DR
24x7x365 IT Support

Nailing the Solution

With DataLink's Managed IT Service, ACE now has cost effective IT management, including proactive monitoring of its entire IT infrastructure. ACE is guaranteed a 4-hour response anytime an onsite service visit is required. 24-hour remote management tools ensure that all ACE servers and desktops are backed up on schedule. A detailed business continuity plan includes managed backup and recovery service to ensure that no ACE data is lost should a catastrophic event occur. ACE now has a PCI-compliant IT infrastructure to further safeguard its credit card transactions. All of this coverage is included within a predictable monthly budget.

KEY BENEFITS

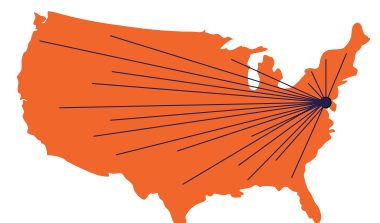
Single-Source IT Solutions & Support
PCI compliance
IT Management Savings
DataLink IT Experts On Call

The Right Tools for the Future

Four times a year, DataLink sends a dedicated Technical Consultant to meet with ACE management. They review network health and performance objectives. A Business Solutions Consultant provides ACE with strategic IT consultations every 6 months. DataLink also provides CTO / CIO consultancy to provide ongoing guidance. As new requirements emerge, DataLink is always on hand with just the right tool.

COMPLETE COVERAGE

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



We Make "IT" Easy