



Matteo Fontana,  
Operations Manager

### About ITC

ITC Inc. was founded in 1994 as an importer and Master Distributor in Canada, of electrical components, products, devices and accessories for control and automation systems, control panels, machinery and power distribution.

**“I would recommend BSC to my peers. You give overall good value and peace of mind. I feel bigger companies wouldn’t give us the time we deserve.”**

## Import/Distribution Company Finds The Quick Response, Value, Peace of Mind and Proactive Service They Were Seeking

### Projects

Since taking over computer support for ITC, BSC has migrated their email to Microsoft’s Office 365 Hosted Exchange. “We briefly looked at Bell to do this project,” says Matteo, “as we have other business with them, but since BSC offered the service and would set everything up for us, we chose them. BSC asked all the right questions up front so in the end all went smoothly.”

ITC moved their offices in July of 2015 and had BSC take care of moving their critical Server room equipment. “BSC’s part of the move went very well,” says Matteo.

**“ Monthly dollar costs are about the same but overall there are less problems and the response is faster so in the end the cost is less. The result: better productivity, reduced stress and happier employees.”**

### Benefits

In discussing some of the benefits of working with BSC, Matteo comments that, “When we have an issue, it’s a quick response. You are professional but friendly and accessible at the same time, and there is a good rapport between ITC and BSC staff. We never hesitate to call and your expertise level is good. I’ve been quite satisfied with the whole range of your services. I act as an intermediary, but I barely have to do anything, and I don’t worry about the status of our Servers. Monthly dollar costs are about the same but overall there are less problems and the response is faster so in the end the cost is less. The result: better productivity, reduced stress and happier employees.”

### The Search

Back in 2011, ITC’s computer support was provided by a one-man business and was a simple break/fix arrangement. They were finding that their IT guy was not reliable nor proactive and they wanted to have network monitoring as well as security best practices implemented. They also wanted a solution to back up their data to the cloud. Many IT companies we reviewed before settling on BSC Solutions Group. BSC was chosen, according to Operations Manager Matteo Fontana because “we had a good rapport from the start. BSC was successful but not too big. They seemed to be offering good value and still do. The choice was pretty clear.”

### BSC Solutions Group Ltd.

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