

## Colony Ford's Challenge

In the spring of 2014, Colony Ford came to a cross-road with respect to the company that had been providing them with IT services for many years.

They weren't happy with the long wait times to get service, the fact that there was no Support Desk to call, no remote support capability, and they were starting to question the level of expertise they were getting.



Darlene Tolmie ,  
Secretary Treasurer

BSC began their work with Colony Ford Lincoln by performing a Network Assessment in order to get a complete picture of the network setup as well as specifications on all the Servers and PC's, including their age. The assessment was completed and a report of our findings and recommendations was presented. During the first few months many changes from that report were implemented including set up of a sophisticated network monitoring system, allowing for proactive network support.

All Windows XP computers were also replaced, eliminating the increased security

# Auto Dealer Upgrades to Fully Managed, Proactive IT Support and Makes Significant Productivity Gains

## BENEFITS OF BSC's SOLUTION

risk these represented. According to Darlene, Secretary Treasurer, the transition from their previous IT support company to BSC taking over was "seamless".

Colony Ford's experience with BSC has been quick responses to service requests, with fast diagnostics and issue resolution. According to David Kerr, President of Colony Ford, "BSC fixes issues twice as fast as our last company did."

Darlene adds that they have no service complaints. In fact BSC's support staff are "incredible". She continues, "At no time do I ever feel

I get any attitude or negativity".

As the initial on-site "go to" person for staff IT issues, a lot of Darlene's time has been freed up by off-loading this to BSC. Now she has more time to focus on her primary duties.

**"BSC Fixes issues twice as fast as our last company did"**

Another "huge" change they have experienced is with new computer installations. Previously, newly installed computers would be missing many programs that staff required to do their work. Darlene would then have to contact their various software vendors to arrange to get these installed .

"With BSC, computer replacements have been seamless, which has been an entirely new and much welcomed change", says Darlene. This was the case right from the start, even with the first computer replacement which was for Darlene herself.

BSC has saved Darlene and Colony Ford staff a great deal of time by minimizing disruptions to their day-to-day work, with our proactive approach to network support coupled with our team of IT Support Specialists – the BSC "IT Guardian Angels".

To sum up, Darlene Tolmie states, "I would absolutely recommend BSC to my peers without hesitation."

**"I would absolutely recommend BSC to my peers without hesitation."**

# COLONY



## About Colony Ford Lincoln

Colony Ford Lincoln has been serving customers in Mississauga, Oakville and the GTA since 1968. Not only do they sell quality Ford and Lincoln vehicles, they also sell used vehicles, and have a full Service and Parts Centre. You can find more about them at

[www.colonyfordlincoln.com/](http://www.colonyfordlincoln.com/)

## BSC Solutions Group Ltd.

BSC Solutions Group offers a single source for all your IT needs . Located in Brampton, Ontario, BSC has been serving customers in the Greater Toronto Area since 1969 . Visit us at

[www.bscsg.com](http://www.bscsg.com)



## Colony Ford's Search for quality support led them to BSC

When Colony began their search for alternatives, they knew they wanted better support, at a fair price and were looking for a company with experience supporting other auto dealers. Colony Ford knew of BSC Solutions Group from previous contacts and



was aware we had the auto dealer experience they were looking for. When talking with another company they contacted, Darlene Tolmie, Secretary Treasurer at Colony said she "didn't get the same feeling of quality" as with BSC.

