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Superior Petroleum Saves Time, Money and Headaches with Guaranteed IT

Walling Data Systems supports smart technology decisions through managed services.

/24-7PressRelease/ - CLAREMONT, NC, May 11, 2008 - Kathy Lowrance is not only the Accounts Receivable Manager at Superior Petroleum, she is also the IT Manager, although it is not a position she applied for or a promotion she pursued. As is the case with many small businesses, Lowrance became the unofficial IT Manager because of her seniority, her position of trust, and her interest in technology.

"I remember back in 1979 when computers first started to be used in business, when they were huge and took up an entire room," recalls Lowrance. "I was the one who somehow ended up handling our technology needs, and so I just picked up the skills and learned it on my own."

But as the technology requirements of the business became more complex, it became too much for Kathy to manage alone. Even getting an Internet connection was a big challenge because of Super Petroleum's location in a rural area of North Carolina.

"My son Jason, who is a technology student and enthusiast, told me he'd heard that Walling Data might be able to help me out with their Guaranteed IT service for small businesses", says Lowrance. "So I called them, and I haven't regretted it for a moment - my life is just so much easier now!"

Remote IT with a Personal Touch

Walling Data Systems' Guaranteed IT service insures that clients' networks - clients and servers - are correctly set up, configured, and secure. The service includes e-mail system configuration, spam controls, and ongoing maintenance to ensure continuous system reliability.

An important component of the service for Lowrance is the remote monitoring feature, which means that Guaranteed IT's help-desk engineers are only a phone call or email away and can access her network immediately to diagnose and fix almost any issue. "If we didn't have this personal service from people who understand how my network works", she says, "I'd be paying for someone to come to the site, figure out my network, and then fix it - this approach is much more convenient and cost-effective for Superior Petroleum."

Protecting Critical Information

Just like thousands of other small businesses, Superior Petroleum's business depends on technology. Important documents and customer information are stored digitally, as is the accounting process, which means that solid data security and backup procedures must be in place to prevent viruses, hackers, and other unauthorized third parties from gaining access. It also means data must be backed up regularly in case of disaster.

"I remember one time when I had trouble restoring a workstation from a back-up and needed to retrieve critical accounting information," says Lowrance. "The more I messed with it, the worse it got! So I called Guaranteed IT and they helped me restore everything right then and there. I was able to quickly retrieve the information that I needed and get on with my work."

Guaranteed IT recommends and installs AVG Technologies' Internet Security products for security - anti-virus, anti-spyware, firewall, anti-spam, and protection against the latest web-borne threats. Lowrance feels confident that the software is doing its job. "Since I've been working with Guaranteed IT, we haven't had a single problem with system slow-downs or downtime from viruses. Technology changes daily, but the guys at Guaranteed IT are always knowledgeable about new threats and viruses that could affect our business, and they make sure that we are protected seamlessly." AVG products are available as part of Guaranteed IT, or individually from Walling Data online at <http://www.avg-antivirus.net>.

The Bottom Line: Savings in Time, Money and Headaches

Guaranteed IT has lived up to its name for Super Petroleum. Lowrance said using Guaranteed IT to handle their technology needs has also made a positive impact on her life at work, significantly reducing her stress level and increasing her productivity.

"Knowing I can count on the guys at Guaranteed IT to work with me to properly diagnose issues and make wise recommendations is just a huge benefit for me. The bottom line is this: working with Guaranteed IT has saved me money, time and headaches! I'd recommend their service to other small businesses struggling like I was to keep up with the latest technology issues. Guaranteed IT ensures the safety of my company's technology needs, and you can't really put a price on that."

About Walling Data Systems

With more than thirteen years in business, multiple locations in Western North Carolina and hundreds of happy customers, Walling Data Systems is the smart, safe, and proven technology solutions provider for medium sized businesses in Catawba and Iredell counties. It's Guaranteed IT managed services division proactively manages entire IT environments for area businesses, ensuring that businesses experience little if any downtime. Guaranteed IT provides complete configuration, management, disaster recovery, backup, and remote "We-do-it-for-you" support services, allowing businesses in Western North Carolina to focus on their core business while Guaranteed IT manages the day-to-day IT operations. Learn more at www.wallingdatasystems.com or call 828-459-7340.

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