



Managed Services Program Customer Story

The PC Guy Has Just Quit!

Steve Banker, President of LCB Associates in Oakland, California likes to focus on running his business and leaves the computer network problems to the professionals. “Our computer systems are critical to the success of the company. The computers have to work or we lose money,” says Steve. “I don’t have the knowledge to attend to them and I want my people concentrating on their work not on inopportune computer problems.”

Starting out, Steve developed a relationship with a local IT professional who was employed by a large corporation. He hired the man to manage the company’s PCs. in his spare time - after hours and during the weekend. This Arrangement worked well at first but as the company grew so did the instances of computer problems, often leaving some or all of the systems down and waiting for the PC Guy to have time to fix them.

“The PC Guy was over committed and finally decided he could no longer maintain our systems - leaving me to find a new solution to our computer maintenance problem. I had 9 PCs and a server that had to be kept up and running,” Steve said. “I knew Tony Gigliotti, Autonomic Software’s President, so I gave him a call to see what he could offer me.”

“I liked the idea of 24 X 7 coverage and I do not have to have a PC guy under foot every time something needs fixing. So I signed up at a very reasonable fee. Almost all the problems that came up were taken care of by Autonomic Software remotely. We only knew about them after they have been fixed. We have technicians on site only if there is a hardware problem - and when that happens they respond right away, fix the problem and leave us happy.” Steve continued. “I no longer worry about our computers. Service is excellent and we are taken care of day and night, 365 days a year. Autonomic Software saves my company money, time and a great deal of worry,” Steve finished.

About LCB Associates

LCB Associates is one of Oakland's long-established businesses. We are a full service commercial real estate firm offering sales, leasing, property management, consulting, and development services. LCB Associates currently manages 27 properties, totaling 645,000 square feet. Please visit our web site at www.lcbassociates.com.



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