



CASE STUDY

CB Flooring

CB Flooring teamed up with America's Remote Help Desk (ARHD) in 2004 after being referred by a satisfied client. At the time, CB Flooring had one internal resource who knew the most about IT who was struggling to keep up with their organizational growth. ARHD immediately filled the technical and resource void, bringing stability and structure.

"ARHD was a smaller company when we first began working with them," stated Robert Bode, VP of Operations. "Small is good. They were hungry for business and hit the ground running. Ultimately, we chose ARHD because we could tell they would do whatever it takes to get the job done. Rich (Rubinstein, President of ARHD) is very personable. Most IT companies are too black and white. Rich added some color and Josh compliments him well with his extensive IT background. As ARHD has grown over the years we have not seen an effect on the quality of service we receive."

CB Flooring has doubled in size since the start of their relationship with ARHD. Their employee base has grown considerably and the challenge of handling their increased IT demand was met without issue. "We needed to delegate and it's a great relief to know that 99% of our employee's issues will be handled without involving us," says Robert Bode. "When we first started working with ARHD, we needed a complete computer make-over. ARHD brought our network into the 20th century."

ARHD provides an annual strategic IT plan to ensure stability CB Flooring's network, including expected costs in the budget. "They gave us a 2 year plan; they told us what we should do and when and how we should spend out IT budget. They upgraded our system and enhanced our ability to work," stated Robert Bode. In September 2007, CB Flooring move consolidated over 100 employees from two buildings into one. "I've always been skeptical of IT, you can't always

predict it. ARHD, however, laid out an exact plan for our move and followed it to a tee. Our servers were unplugged at 8:00am and by 11:30am we were back up and running in all of our locations.”

“Just having someone to call has made our employees lives easier. From a management perspective, it’s all about having happy, productive employees and ARHD has helped us accomplish that,” said Robert Bode.