

CASE STUDY

Keeping Customer Service Moving With Reliable Access to Critical IT Resources

GlacisTech helps Associated Aircraft Supply Co., LLC. maintain IT access and respond to customers efficiently.

CLIENT: Associated Aircraft Supply Co., LLC.



INDUSTRY: Aviation supply

SERVICES: Managed IT Services

Executive Summary

Associated Aircraft Supply Co., LLC. depends on reliable IT access to answer customer needs quickly. When server or certificate access issues threatened efficiency and service delivery, GlacisTech provided responsive IT support focused on keeping critical resources accessible. The result: more efficient work and a stronger ability to preserve the customer service reputation the business relies on.

GlacisTech’s Approach

Key Actions

- Provided responsive IT support focused on keeping business-critical resources accessible.
- Addressed access-related issues that could prevent staff from completing customer-facing work.
- Helped reduce IT obstacles affecting servers, certificates, and related daily operations.
- Supported ongoing reliability so technology issues had less impact on customer service.

Challenges

- When system access failed, employees risked being unable to meet customer expectations.
- The company’s customer service reputation depended on answering problems and concerns quickly.
- Server or certificate access issues could interrupt the work customers relied on every day.
- IT friction threatened efficiency in a business where responsiveness directly shaped client trust.
- Unresolved internal IT issues created avoidable risk to service continuity and customer satisfaction.

Solutions

- Operational IT support helped maintain access to resources required for customer service.
- Access-focused assistance reduced disruption when server or certificate issues affected work.
- Responsive issue resolution helped the team continue serving clients with fewer IT delays.
- Efficiency-focused support minimized technology friction across customer-facing activities.

Results

- Staff could work more efficiently with fewer IT barriers blocking access to essential resources.
- The company was better positioned to respond quickly to customer problems and concerns.
- Reliable IT support helped protect a reputation built on responsive customer service delivery.
- Customer-facing work could continue when access issues might otherwise slow the business.
- Leadership gained confidence that IT support would help sustain day-to-day service continuity.



“Our reputation is customer service and the ability to answer problems and concerns quickly. If I can’t access a server or certificate because of an IT issue on our end, then I can’t do what my customers expect. GlacisTech makes sure I can do my job more efficiently and keep my reputation of customer service to my clients.”

- Denise Miller

Chief Operating Officer

Protect Customer Service From IT Disruption

See how responsive managed IT support can keep your team productive and your customers served.

[Get Help Now](#)

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