

CASE STUDY

How GlacisTech Helped Hobbs Bonded Fibers Move from Reactive to Proactive IT

With proactive 24/7 monitoring, Hobbs Bonded Fibers gained earlier issue awareness and peace of mind.

CLIENT: Hobbs Bonded Fibers, NA, LLC



INDUSTRY: Bonded Fibers

SERVICES: Managed IT Services

Executive Summary

Hobbs Bonded Fibers, NA, LLC had been discovering IT issues only as they happened, creating a reactive support experience and uncertainty around potential disruption. By partnering with GlacisTech as its IT contractor, the business gained proactive 24/7 monitoring, earlier issue awareness, and solutions offered before problems fully developed—delivering the peace of mind leadership valued most.

GlacisTech’s Approach

Key Actions

- Partnered with Hobbs Bonded Fibers as its IT contractor for ongoing operational support.
- Established a proactive support model focused on identifying concerns before escalation.
- Monitored the IT environment around the clock to maintain visibility into emerging issues.
- Provided early guidance and solutions when monitoring indicated a potential problem.

Challenges

- IT issues were discovered only as they happened, leaving little room for early action.
- Support operated reactively, increasing pressure on the business when problems surfaced.
- Limited visibility into system health made it harder to anticipate avoidable disruption.
- Leadership lacked the peace of mind that comes from continuous oversight of critical IT operations.
- Potential problems could escalate before the team had a chance to respond proactively.

Solutions

- 24/7 IT monitoring gave the business continuous visibility beyond standard break-fix support.
- Proactive issue management helped identify concerns before they became business problems.
- Ongoing IT contractor support provided a reliable partner for day-to-day technology needs.
- Preventive response shifted IT support from reactive issue discovery to early intervention.

Results

- Hobbs Bonded Fibers gained peace of mind through proactive, always-on IT monitoring.
- Potential issues were identified earlier, before they became larger operational concerns.
- The business moved away from learning about problems only when they were already happening.
- Leadership gained greater confidence that GlacisTech would surface and address concerns early.
- Day-to-day IT support became more preventive, reducing the need for reactive firefighting.



“The true benefit of GlacisTech is peace of mind. Before partnering with GlacisTech as our IT contractor, we found out about issues as they happened. GlacisTech is proactive and monitors 24/7; they are there before and offer a solution before there really is a problem. That’s huge for me.”

- Jim Freeman

Chief Financial Officer

Stop Waiting for IT Problems

Partner with GlacisTech for proactive managed IT support that helps you see and address issues earlier.

[Get Help Now](#)

 1130 East Arapaho, Suite 184 Richardson, TX 75081

 (888) 695-9426

 glacistech.com