



Transcending the Norm and Brings **UNIQUE IT SOLUTIONS** to John Gallin & Son



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When John Gallin & Son needed a larger and more capable IT company to meet their growing needs, they partnered with Brainlink International. **Brainlink provided phenomenal service** and developed a new approach to tech solution delivery.

GALLIN

John Gallin & Son is a 130-year old family-owned construction business that focuses on interior corporate alterations. Their clients comprise a cross-section of areas, including finance, retail, insurance, real estate, and law. They also have a great deal of experience working with non-profits and schools. John Gallin & Son relies heavily on IT for almost every aspect of their business. Tom Gallin states, ***"We need up to date technology to remain competitive."***

As a long standing company, John Gallin & Son's IT needs developed over time, with their disparate systems requiring an overhaul. Tom Gallin says, "Our systems became too complicated and required too much time to maintain for our in-house staff. We were dealing with basic issues like connectivity, backup, upgrades and general problems."



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The Situation: New York-based construction company required a new partner to eliminate persistent IT issues and deliver solid IT infrastructure

John Gallin & Son had a very strong idea of what they needed from their IT services company. They wanted consistent and transparent standardized service within expected and predictable parameters. According to Gallin, the decision to work with Brainlink was based on "their understanding of what we required, their ticketing system and their constant follow-up."

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Brainlink developed SOPs (Standard Operating Procedures) founded on John Gallin & Son's technology needs. Their client wanted more than just the status quo of IT service, and Brainlink was able to deliver on those expectations. Pushing Brainlink to be better was the best gift John Gallin & Son gave them in return.

Brainlink developed SOPCulture while working with John Gallin & Son. Providing full documentation of all issues and how they were addressed allowed them to produce SOPs for any possible situation. This enabled Brainlink to present quick responses and resolutions and also offered a roadmap for improvements to be applied to IT systems. SOPCulture provided John Gallin & Son with an easy reference for how issues would be resolved and what to expect during the process.



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The Solution: Relying on Brainlink for SOPCulture and their completely transparent and measured IT Services

John Gallin & Son maintains a favorable ongoing partnership with Brainlink due to the unique services they offer. Gallin comments, "We value their quick response time, their documentation of procedures, and their input as to what we may or not need concerning IT issues."

With Brainlink as their partner, John Gallin & Son benefits from:

- **Solutions That Keep Them Safe** – Digital assets are secured with automated and daily reviewed backups.
- **Solutions That Save Them Money** – Keeping their network running optimally and their downtime at a minimum.
- **Solutions That Keep Them Informed** – A comprehensive and entirely transparent resolution process. With Brainlink's SOPs, every factor is accounted for.

John Gallin & Son worked with another IT support service company when their business had fewer IT demands. Gallin says, "Brainlink is a larger company than the one we used in the past, so they are able to be more organized." John Gallin & Son recommends Brainlink for their attention to service, formal problem tracking, and procedures. Gallin continues, "**What I like best about Brainlink is that their ticketing system tracks issues and gives us the ability to spot trends or issues before they become major problems. Brainlink's staff is very responsive and professional.**"

**Why not invest in the right support to help your business succeed?
Let Brainlink International take care of your IT for you.
Contact our team now at (917) 685-7731 or raj@brainlink.com to learn
more about SOPs and how you can benefit.**



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