



Bair's Corvettes has proudly been serving the Corvette community for 47+ years. Whether you're working on a complete frame off restoration or a simple seat repair, Bair's Corvettes is your #1 source for parts and information. At Bair's customer service is priority #1. So, won't find automated phone calls, just friendly experts with over 100 years of experience with America's favorite sports car, the Corvette.

“They're **friendly** and it's just a **joy** to have them out working with us!”

“You can definitely rely on them – Jay and his crew – **It's a BIG relief!**”

Situation

Bair's Corvettes had been partnered with an IT company from outside of their area. When the unthinkable happened, and Bair's server crashed, they learned that their IT provider had not backed up their critical data and information, as they had asked. As a result of the error in configuration, Bair's lost a lot of critical business information and with it, faith in their previous IT provider.

Desperate to get their system operational, Bair's quickly researched new IT providers. The ideal company would be a friendly, knowledgeable, professional group with excellent response times that could be relied upon! For their peace-of-mind and the future of their business, Bair's was looking to update necessary hardware, and get things back up and running with secure backup, protection, and support they could depend on. As Brian Bair of Bair's Corvettes explained, *“It's like going to the doctor. (You) Put our faith in that person. We put our faith into (our prior IT provider), and we lost everything!”*

The key to their ideal solution would be:

- Reliability
- Security
- Efficiency



“

**I don't
have to
worry anymore!
...It's nice to have
someone I trust..**

”

**Thats why
I rely on (Hagan).
They ARE your
IT department...**

Action

As a long-time copier customer of Hagan, Bair's learned that Hagan had entered into Managed Network Services, through word-of-mouth. Brian was impressed with Hagan's conviction to help the community. ***"They figured out what needs to be done for the area and went after it,"*** he said. When Brian reached out to Hagan, he was offered a free on-site consultation. He was impressed with Hagan's network assessment and discovery process. ***"I liked the presentation! They showed us what we did right AND wrong... and what should be done,"*** said Brian.

Hagan proposed three solutions that included; an updated server – through their Hardware as a Service (HaaS) program, remote monitoring & management, back-up & disaster recovery, and help desk support. Hagan's á la carte managed services allowed them to find solutions to fit Bair's unique business needs. ***"I liked how they came across... It was nice to show three options,"*** explained Brian.

And Hagan's backup solution includes automated virtualization testing software. A screenshot backup verification system, this software, provides visual proof that the system successfully backed up the correct data. This helps take the hassle and worry out of checking backups. With critical data and over 6,000 website images on their server, a reliable backup solution was extremely important.

Result

Hagan delivered the reliable, secure, and efficient solution Bair's Corvettes was looking for. In addition to the daily back-up updates, Bair's receives status updates through Executive Summary Reports that provide statistics on the availability, performance and security of networks devices and services. Quarterly, Hagan meets with Bair's to assure that everything is working efficiently, answer questions, offer suggestions on how to better utilize their current system and how to better that system for the future. ***"You can't keep track of IT unless you have a full-time IT person, and a lot of small businesses can't afford that... Thats why I rely on (Hagan). They ARE your IT department. Basically, they are one of your employees."***

Hagan's service has improved Bair's efficiency as well. Even when he's out of the office at a show Brian is able to do important business. ***"They got me in the cloud,"*** said Brian. ***"I'm able to hook right into the system (and) pull up all of my information, like I'm sitting at my desk!"*** And, that's just one more reason he told us, ***"Hagan... you can rely on them!"***

Call 814-724-4611 today to learn how Hagan can do more for you!

Hagan Business Machines
Of Meadville, Inc.

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