



Success Story:

Integrated Partner Solutions

Founded in 2001, Integrated Partner Solutions, Inc. focuses on automating engineering processes with best-in-class applications. The company develops customer-specific process solutions using document management workflows, enabling customer environments to become efficient distributors of secured engineering data. Its focus on vertical solutions and application integrations promotes the distribution of a Single Source Of Truth (SSOT) by eliminating data reentry and unnecessary copies of files.



Challenge

With a desire to most effectively provide technical service to its customers, Integrated Partner Solutions needed a secure, versatile remote support solution. “Our environment is pretty heavy on technical support. We tend to work with mechanical and electrical engineers who are very smart and focused on design details, but don’t necessarily understand what has to happen at a system/networking/database level for things to work together and they certainly don’t have extra time for failed processes,” said Gene Perry, Vice President at Integrated Partner Solutions.

“Generally, if they reach out to us for help, they need it right then to get their job done — their engineering projects are on strict deadlines, and a technical issue may stop them from being able to be productive. When they reach out to us, they’re understandably frustrated because they just want to use their applications and have things work smoothly behind the scenes without any challenges. To be successful, we have to ensure our support process solves their problems without introducing any additional frustrations. That meant that we needed a solution capable of allowing unattended access, letting us take care of issues without tying up the end user,” Perry said.



Solution

Long-time GoTo product users, Integrated Partner Solutions moved from GoToAssist to GoTo Resolve, appreciating the latter’s unattended access capabilities. “We used GoTo Meeting as our primary communication and support tool until GoToAssist came out — then we used both, depending on what we were doing. And now, we’re moving onto GoTo Resolve to be able to offer attended or unattended support,” he said.

“GoTo Resolve is a critical tool in our tool belt. It’s actually part of our selling process. When we’re working with prospects, it puts them at ease to know that we provide this level of support as part of our service so that they don’t have to hire specialized staff. GoTo Resolve is vital for our business to be successful.”

Gene Perry
Vice President
Integrated Partner Solutions



“We use GoTo Resolve in our day-to-day activities — if a user sends in a support issue, we can easily connect with them and resolve it. But GoTo Resolve also allows us unattended access. The ability to access remote environments without somebody else being there is key — we can log in directly, do what we need to do, and exit without end user intervention,” said Perry.

GoTo Resolve’s industry-leading zero trust security has also been a selling point with Integrated Partner Solutions’ customers. “Security is huge for every organization — and with their proprietary data, it’s hugely important to our customers. We’re working with engineering data, some of the most important data to a manufacturing organization, so security is critical. Frequently, prospective clients will ask about security, ensuring that when we’re connecting, it’s secure — and GoTo Resolve’s permission-based, end-to-end data encryption meets their high security standards,” Perry said.

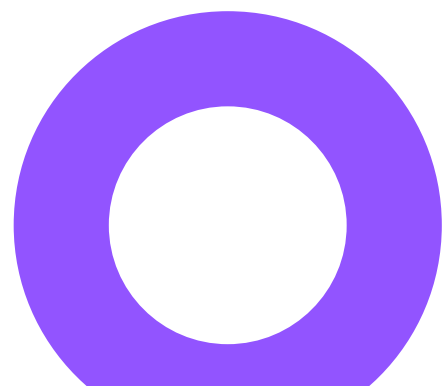
Additionally, Perry has been impressed with the GoTo support and development teams’ level of responsiveness. “I have worked with GoTo’s support team, and they’ve been really responsive to product enhancement requests — two of my three requests have already been put into the product, which is great! GoTo’s support development team listens to users and our challenges and jumps right on improving the product, which we highly appreciate,” he said.




Results

GoTo Resolve’s unattended support capabilities have helped Integrated Partner Solutions provide a higher level of service to its customers, regardless of their size. “A lot of organizations — especially if they’re smaller — don’t have specialized staff to manage their databases and file servers in a document control-type environment, which is where we come in,” Perry explained.

“Our customer databases should be monitored regularly to ensure everything runs smoothly. More, major database upgrades only happen once or twice a year. It doesn’t make sense for most customers to have someone on staff to do that when we already have that ability via GoTo Resolve. It gives our customers peace of mind that they can continue using and benefitting from these complex products without having to have specialized internal staff supporting them,” he said.





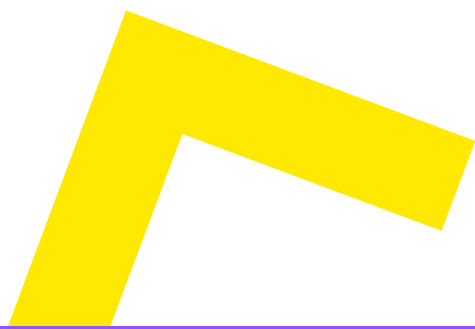
GoTo Resolve also helps Integrated Partner Solutions more effectively serve its larger customers. Perry said, “IT staff is often overwhelmed with numerous tasks and multiple focus areas. They are often pulled in one direction or another, and they often don’t have the time to deal with engineering document management tasks and resources. With GoTo Resolve, larger organizations appreciate that they can hand off all their document management tasks to us.”

Using GoTo Resolve has allowed Integrated Partner Solutions to create closer customer relationships. “Our customers save money because they can use our resources instead of having to staff accordingly. Being able to provide our customers with this level of service means we have more of a finger on the pulse of the organization — we get to work more closely with them, becoming part of their extended team, and understanding their process automation challenges,” he said.



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Gene Perry
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Want a remote support solution that allows for secure, unattended access?

GoTo Resolve allows for attended or unattended support.
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