Longhurst



Industry: 24/7 Enterprise Operations

High-Availability IT Support & Dedicated Technician Continuity

Overview

A 24-hour operation partnered with Longhurst Consulting to ensure round-the-clock infrastructure stability and secure reliable technical support during off-hours.

Operating continuously required an IT partner with deep operational knowledge, rapid site response times, and consistent management involvement. Longhurst Consulting provided continuous after-hours coverage and dedicated technical staff versed in the client's unique environment.

About the Client

The client runs a critical 24-hour facility reliant on uninterrupted IT services day and night.

Their operations depended on:

- Continuous 24/7 system availability and infrastructure uptime
- Reliable after-hours technical support without service lapses
- Access to familiar technicians familiar with their complex workflow
- Direct management involvement and proactive operational follow-up

The Challenge

- High vulnerability to operational disruption during non-standard hours
- Frustration with high IT technician turnover common in typical service providers
- Extended downtime caused by unfamiliar technicians diagnosing specialized systems
- Difficulty finding an IT partner fulfilling critical enterprise requirements
- Need for proactive leadership and executive follow-up on IT incidents

The Result

- Achieved dependable 24/7 coverage with zero negative support issues
- Significantly reduced on-site resolution times with familiar technicians
- Maintained high staff continuity and deep knowledge of client systems
- Enhanced operational confidence through active management involvement

The Solution

1. 24/7 After-Hours Support
   - Implemented round-the-clock emergency assistance tailored to 24-hour demands
   - Delivered reliable off-hours troubleshooting without negative operational impacts
2. Dedicated Technician Pairing
   - Prioritized assigning the same seasoned technicians to the account
   - Utilized low staff turnover to maintain deep familiarity with client operations
3. Accelerated On-Site Response
   - Reduced arrival and resolution times during critical system events
   - Dispatched experts well-versed in the client's specific environment
4. Management Involvement & Oversight
   - Maintained active leadership follow-up on technical issues and projects
   - Aligned IT operations closely with long-term business goals
5. Infrastructure Availability Planning
   - Monitored mission-critical systems continuously to prevent outages
   - Maintained fail-safe controls across essential daily processes

Client Feedback

"Longhurst has delivered in the critical areas that we require as a twenty-four-hour operation. We are thrilled with after hours support that we have received without any negative issues... Technician Turnover within Longhurst's pool is incredibly low... With these two conditions we have experienced shorter response times on site with a seasoned technician well versed in our particular operations arriving regularly."

— Happy Red Deer Customer

Key Takeaway

Low technician turnover and specialized 24/7 support delivered the high availability and rapid response times essential for round-the-clock operations.

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