

Success story

Jones Plastic fast-tracks to scalability & agility with Atera

2 min read



Industry Manufacturing

Solution Atera for IT Departments

Challenges

- Supporting a large and remote sales team
- Inefficient onboarding for new employees and devices
- Ensuring endpoints are compliant and secure
- Visibility to issues before they become serious problems

Benefits

- **Improved onboarding process:** Jones Plastic can install an entire tech-stack automatically, saving time when onboarding new employees.
- **Improved employee servicing:** Atera's real-time monitoring and remote access capabilities allow Jones Plastic's IT team to respond to employee issues quickly, boosting productivity.
- **Better cost management:** Jones Plastic easily manages IT costs with Atera's fixed pricing model.

KPI: 30% reduction in average resolution time

Jones Plastic, a global leader in injection molding, manufacturing, and assembly, had challenges managing its IT infrastructure to support remote and on-premise employees. Only seven employees were answering support tickets submitted by more than 800 employees across six international sites. As a result, IT support response times were slow, and communication was ineffective, resulting in wasted time and resources.

Jones Plastic sought a solution to control its IT infrastructure and improve its remote access capabilities to employees' devices. By using Atera, Jones Plastic accesses hardware remotely, views the apps used, monitors hard drive space, runs therapeutic reboots, and deploys software bundles effortlessly.

Additionally, Atera's customizability allows IT managers to set alarms and receive notifications before problems escalate. For example, alerts can be set for the core temperature of hard drives and the hard drive space available.

The implementation of Atera has enabled Jones Plastic to improve its IT support response times to under one hour per ticket, well below the industry standard of between 4-6 hours. The IT team can now deploy fixes to other devices, eliminating recurring problems.

As Atera is priced per technician rather than per end-user, the implementation of the solution was easy and cost-effective for Jones Plastic. The company plans to continue to use Atera's services to further improve IT support response times and enable future growth.

“Our upper management wants to see how many tickets we have coming in on a daily, weekly, or monthly basis and how fast we resolve the ticket. That's because of how we interact with our users and machines: through Atera.”

IT Manager, Carl Romines
Jones Plastic

