



Helping International Delivery Solutions Continually Discover a New World of Possibilities

It takes a powerful combination of know-how and technology to efficiently process millions of pieces of mail every year to destinations across the globe. Businesses know Milwaukee-based International Delivery Solutions can deliver without skipping a beat. With five offices in the U.S. and one in Canada, IDS has come a long way since their first call to Computer Technologies.

A Partner in Planning for Growth

In 1999, IDS was a start-up with four employees and two computers. "One for accounting and one to process mail," says Steve Sweet, CFO. "Our immediate need was to link them. But we also had a vision for growth and needed help planning and wiring for future expansion. We didn't want to hire a full-time IT person – we needed to concentrate on our business, not our computers. We were looking for someone to help us out when necessary, and Computer Technologies came highly recommended."

As IDS grew, so did its Information Technology needs. More computers. A server to store increasing mountains of data. Applications to share that data between an expanding network of multi-state offices, processing centers and off-site representatives using laptops and PDAs. New equipment, such as the advanced inkjet printers used in IDS' lettershop and fulfillment services. And, when the time was right, system upgrades to add new capacity or capabilities.

Computer Technologies has been there every step of the way.

"We're always looking to improve what we do, so our IT system is a constant work in progress," says Margaret Schneider, IDS Chief Operating Officer. "We have periodic planning sessions with Computer Technologies to determine what our needs are going to be, based on our expected growth. They understand that in order for us to continue our success, we need to balance our needs and our costs. They identify all the solutions available and provide us with options. If an upgrade can wait six months, they'll tell us so, and not try to push it on us right away. That enables us to plan for it. Moreover, we can trust them to only recommend something because it is appropriate for our needs, not just because it's the latest, greatest thing. That kind of mindset is very valuable to us."

Responsive, Ongoing Support

In addition to strategic long-term planning, IDS counts on Computer Technologies

for day-to-day IT support. All IT requests throughout the organization are funneled through Terri Noppen, IDS Office Manager. "This streamlines our communications with Computer Technologies, rather than having them field individual calls," she explains. "This way, we can prioritize calls. When you have a lot of users accessing the system – multiple locations, as well as people away from the office – there is a sense of urgency when a problem arises. I know that if I can't talk to a technician immediately, my call will be returned within the hour. They've even helped us work through issues over the phone while the tech is on the way.

"Because they came in on the ground level," Noppen continues, "Computer Technologies knows our business and what it takes to keep it running. That continuity eliminates the learning curve. I don't have to spend valuable service time explaining our processes. It makes things easier for me, and saves the company money. Just as importantly, they respect the fact that our internal IT knowledge is limited, yet we need to understand enough to make the right decisions on our end. They take the time to explain things clearly, in terms we can understand. That's what you need in an IT provider."

IDS and Computer Technologies Continue to Deliver

As IDS celebrates its 10th anniversary, the days of two computers connected by a cable are long gone. Today an advanced IT system connects offices, employees, equipment and processes in far-reaching locations. IDS is currently expanding its capabilities by developing an electronic tracking system that will once again take their system to the next level.

Computer Technologies continues to play its part in IDS' ongoing evolution. "We're just opening our new Florida branch," says Schneider. "The network engineer who regularly works with us will be there to make sure that our systems there are interfaced properly. And he's always thinking of new ways of helping our business – for example, optimizing the security of our data. We've established a good relationship with Computer Technologies. If they continue to work with us the way they do, I foresee a long future with them."

Steve Sweet sums up his experience with Computer Technologies this way: "There are companies who say they care about your business, that talk the talk but don't walk the walk. I believe that Computer Technologies really does care about meeting our needs and helping us grow."

Computer Technologies, Inc.

Since 1990, Computer Technologies, Inc., located in Elm Grove, Wis., has been providing network consulting and support for companies throughout southeastern Wisconsin.

For more information, visit www.ctaccess.com or call (262) 789-8210.