



CASE STUDY

Powering Global Productivity Through IT Excellence



CHALLENGES

- Reduced productivity due to inconsistent / delayed global IT support.
- Inefficient & manual device provisioning / patching.
- Compliance gaps with limited visibility increasing risk in M365 & Azure environment.
- Security risks from unpatched and outdated on-premise servers.
- No proactive monitoring or structured reporting for IT performance.

CLIENT PROFILE

- ▶ \$100M+ in Revenue
- ▶ Advanced materials / photonics / specialty manufacturing
- ▶ Global Operations
- ▶ 500+ Employees

SOLUTIONS

SERVICE DESK SUPPORT

Provided multilingual, “white-glove” support with SLA-backed response times.

DEVICE MANAGEMENT

Delivered complete lifecycle management with Intune & Autopilot, enabling zero-touch provisioning, timely software & security patching, endpoint monitoring, & compliance enforcement.

CLOUD GOVERNANCE

Enabled proactive monitoring, governance, & reporting in M365/Azure, maintaining a 90%+ Secure Score & enforcing compliance controls.

SERVER SECURITY & PERFORMANCE MONITORING

Updated servers to modern configurations & security patches. Established proactive monitoring & reporting to reduce risks & improve performance.

IMPACTS



Increased employee satisfaction & productivity through faster issue resolution, multilingual support, & seamless remote assistance.



Streamlined provisioning & timely patching reduced downtime - strengthened endpoint security.



Reduced organizational risk by implementing proactive Azure/M365 governance, optimizing Secure Score - closing compliance gaps & minimizing audit risks.



Modernized servers with proactive monitoring lowered vulnerabilities, improved reporting, & stabilized IT performance.

TESTIMONIAL

“BGS Partner is a proactive Managed Service Provider who stands out for their partnership approach. They go beyond addressing tickets, actively seeking opportunities for optimization, enhancing system reliability, and integrating seamlessly with our internal IT team. Their professionalism, transparency, and accountability have earned them our trust as a key strategic partner.” – Chief Technology Officer