



CASE STUDY

How Waibel & Associates Gained Reliable IT Support After Past Provider Frustrations

NSS brought four years of responsive support, system upkeep, and confidence to daily office operations.

CLIENT: Waibel & Associates



INDUSTRY: Landscape Architecture

LOCATION: Tempe, AZ

SERVICES: Managed IT Services

EXECUTIVE SUMMARY

Waibel & Associates needed an IT partner they could trust after less-than-satisfactory past experiences. Over a four-year managed IT relationship, Network Systems & Solutions kept systems current, monitored alerts, resolved issues remotely when possible, and sent technicians on site when needed. The result was steadier day-to-day support, clearer communication, and renewed confidence that IT was handled.

CHALLENGES

- Past IT support experiences left the team looking for a more dependable long-term partner.
- Day-to-day operations depended on systems staying current, monitored, and ready for work.
- Technical issues needed fast attention before they disrupted staff productivity or office workflow.
- The team needed clear communication whenever alerts or system concerns surfaced during daily operations.
- Some issues required a provider who could move quickly from remote support to on-site help.

NETWORK SYSTEMS & SOLUTIONS’S APPROACH

KEY ACTIONS

- Established an ongoing managed support relationship focused on consistent system care and follow-through.
- Kept systems current through routine maintenance, updates, and practical oversight for the office.
- Monitored alerts and communicated relevant system concerns before they became surprises.
- Resolved issues remotely when possible to restore productivity without unnecessary delays.
- Dispatched on-site technicians when hands-on support was needed to finish the fix.

SOLUTIONS

- Proactive system upkeep helped Waibel & Associates stay current and better prepared for daily work.
- Responsive remote troubleshooting addressed common issues quickly and reduced disruption.
- On-site service gave the team practical support when issues required hands-on attention.
- Clear alert communication kept the office informed about system activity and next steps.
- A relationship-driven support model provided accountability, honesty, and continuity over time.

RESULTS

- **Waibel & Associates gained relief and confidence compared with previous IT experiences.**
- **Systems stayed up to date, helping the office operate with fewer technology concerns.**
- **Issues were handled quickly when remote resolution was possible, limiting office disruption.**
- **On-site response ensured unresolved issues received attention until they were fixed.**
- **The team found an IT partner they describe as honest, fair, and great to work with.**

WHAT CLIENT SAYS

“Having NSS as our IT company for the past 4 years has been a relief compared to past experiences. They keep us up to date with our system and any alerts they receive. Also, if there is an issue they are able to quickly resolve it remotely and if not they are very responsive to have a tech come on site and address the situation until it is fixed. I couldn’t be happier to recommend an IT company that is honest and fair and great to work with.”

— Janet

Get IT Support You Can Trust

Start with a practical IT assessment and see where your systems can be more reliable and secure.

Schedule IT Assessment