

TechSystems USA and Uplevel Teamed Up to Resolve Pre-school's Unexpected Wi-Fi Challenge

Shared focus on customer support overcomes network glitch in a few short hours

All things being equal, businesses like to deal with providers that go above and beyond. That's especially true when it comes to trusting their Information Technology (IT) to managed service providers (MSPs).

TechSystems USA, a Jackson, MS-based MSP and Uplevel Systems share a focus on delivering world-class technology backed by world-class support. TechSystems USA recently went the extra mile to help a client adopting Wi-Fi for the first time. The Madison Pre-School, a children's care center in Madison, MS engaged the MSP to roll out a new enterprise-grade Wi-Fi system - but deployment stalled when a network glitch created issues for both Wi-Fi and Ethernet networks.

When company employees attempted to connect to the Internet, sessions would time out making the user experience extremely painful. "We could see that they had high signal strength, but users couldn't get out to the internet," Nick Athanassov, President of TechSystems USA recalls. "We experienced a very high packet loss where we would have one or two traces sent outside the premises returned and maybe ten or 20 that never came back. There was virtually no data transmission taking place."

TechSystems called Ubiquiti, the Wi-Fi vendor, for support but received no real insight diagnosing the root cause. The MSP then opted to fulfill its promise to the customer by replacing the existing devices with Uplevel Systems equipment, and simply absorbing the costs of the original equipment. "We've been using Uplevel for a while now, so when we got next to no support from Ubiquiti, we just decided to go with Uplevel and see how that worked."

With all the cabling already in place, the installation went smoothly, but to the TechSystems' surprise, the same issues occurred. This time, when TechSystems called Uplevel for support, the Uplevel team jumped right in to help isolate the issue to the network itself. TechSystems and Uplevel Support were able to detect a loop in the network causing a flood of traffic over the Wi-Fi access point (AP).

"Once we identified the issue actually causing the problem," says Athanassov, "things went smoothly and calmly from there." The customer experience immediately improved, and the Wi-Fi deployment progressed without a hitch.



"When we got next to no support from Ubiquiti we just decided to go with Uplevel"

Nick Athanassov
President of TechSystems USA

The marked difference in vendor support, along with the versatility and reliability of the Uplevel solution, cinched the decision to stick with it, even though the client did not require Uplevel's advanced capabilities such as virtual private networks (VPNs), built-in firewalls, Active Directory, and the like.

"You can never overestimate the value of good support from equipment providers," Athanassov says. "Sometimes you can save customers a few dollars on equipment, but it ends up costing them more in time or downtime when things don't work as expected. With Uplevel we know that, no matter what the problem is, we can count on the team to provide very response, high-quality support. That goes a long way toward building strong relationships with clients who trust their business to us."

About TechSystems USA

Based in Jackson, MS, TechSystems USA delivers managed IT services throughout Mississippi, and also maintains offices in New York City. Founded in 2005, the MSP provides a wide variety of computer, cloud, and point of sale (POS) services.