

## DNG's Complete Care Program increases client service effectiveness for Conversant Solutions



*"DNG is definitely a business partner. They are always thinking ahead, planning ahead and anticipating our needs. They care about how we're doing, where we're going and are an integral part of helping us get there."*

*"DNG is knowledgeable, responsive and they bend over backwards to keep us happy and running. They notice things before we do and can fix 90% of them remotely."*



**Sheryl Shapiro**

Project Coordinator, Conversant Solutions

### Situation:

Conversant Solutions is a communication, training and consulting company that helps leaders in organizations build more collaborative environments in order to get better business results. Conversant serves over 400 client companies in 30 countries. Their Consultants travel over 80% of the time and need access to company and client information wherever they are. All of the company's critical course work, programs and other Intellectual Property (IP) reside on their computers. Not having access to these vital materials is simply not an option. Conversant needed three things:

1. To increase Consultants' efficiency and responsiveness to clients by maintaining availability of IP and other client materials.
2. Ensure staff stays connected through email.
3. Protect company's IP and clients' confidential material.

### Solution:

Conversant joined DNG's Complete Care Core+ program. This program provides total management, maintenance and support for all computers and servers for a flat monthly fee. It also includes preventative maintenance and remote support for servers, firewalls, routers and workstations. In addition, DNG monitors the Conversant network for spyware, spam and virus activity, provides patches and updates proactively every day.

### Results:

Conversant measures results three ways:

1. Increasing Consultant productivity and client service from the road. DNG is watching the system to ensure that email, file sharing and remote access are all up and running and available from desktop, laptop and Blackberry. Consultants increase their effectiveness and peace of mind by knowing they can get what they want, when they want it, from wherever they are.
2. Decreasing downtime costs due to uninterrupted service.
3. Company and client information is protected and secure. DNG provides a special barrier for client information to ensure its confidentiality.

Conversant has been a DNG client since 2001 and a Complete Care Client since 2007.