

CASE STUDY

Seamless IT Setup | Personalized Support from DDSystems

When Marlo Holloway’s business needed help setting up a new computer, accessing internal files, and configuring licensed software, they turned to DDSystems. With the help of Jordan, one of DDSystems’ expert technicians, the process was smooth, professional, and stress-free.

CLIENT: Seamless IT Setup

About Marlo Holloway and Her Team

A local business turned to DDSystems for help with onboarding a new computer into their network. Like many growing businesses, they needed more than just someone to “plug things in”—they wanted a knowledgeable IT partner who could ensure everything worked correctly the first time and provide advice that would benefit their operations long-term.

The Challenge

The client needed:

- A smooth computer setup without downtime
- Reliable access to internal files
- Proper licensing and access to required software
- Clear, professional support with actionable recommendations

They wanted the process to be quick and seamless, without interruptions to their day-to-day business.

The DDSystems Solution

Jordan, a technician at DDSystems, worked directly with the client to ensure every step of the process was handled with care. Instead of a one-size-fits-all approach, he provided personalized, hands-on support:

- Set up the new computer on the company network
- Configured access to internal files
- Installed and verified licensed software access
- Provided proactive suggestions for improving IT usage
- Delivered service that was both professional and approachable

THE RESULT

By working with Jordan and DDSystems, the client experienced:

- **A seamless onboarding of new technology with zero disruptions**
- **Quick and reliable access to business-critical files and software**
- **A positive, professional service experience**
- **Actionable IT recommendations that added long-term value**

It wasn’t just about getting a computer set up—it was about knowing their IT needs were handled correctly, with expertise and care.

What Marlo Holloway Says About DDSystems

“I appreciate working with Jordan at DDS for my IT service needs. He helped me with setting up my computer on the network and it was a seamless process. He also provided me with access to internal files, and licensed software access. His customer service skills are friendly, professional, and he gives valuable suggestions that I can use.
Thank you for your great service.”

— Marlo Holloway