

CASE STUDY

Transforming IT Services at Enclara Pharmacia with KDI Office Technology



Overview

In today's fast-paced business environment, having a reliable and responsive IT partner is crucial. For Enclara Pharmacia, KDI Office Technology has been this partner, providing exceptional IT services for over 15 years. From supplying copiers and printers at the last minute to customizing applications in the middle of the night, KDI has consistently delivered top-tier solutions and support.



"In an era where good customer service seems to be a rarity, KDI stands out as a beacon of reliability and trustworthiness. Their exceptional service, combined with their genuine care for their clients, makes them an invaluable partner for any organization."

Mark Robinson, MS EDU

Senior Director, Business Applications
Enclara Pharmacia

Introduction

Company: Enclara Pharmacia
Industry: Healthcare
Client: Mark Robinson, MS EDU, Senior Director, Business Applications

Challenges

Enclara Pharmacia needed a technology partner that could provide not just the basics, but also go above and beyond to ensure their IT infrastructure was optimized and their operations ran smoothly. This included everything from managing last-minute hardware needs to addressing complex IT challenges that required immediate attention.

Solution

KDI's team consistently provides 24/7 availability and tailored IT solutions, ensuring minimal disruption to Enclara's operations. Their commitment to understanding unique business needs has enhanced Enclara's IT infrastructure and boosted productivity.

Proactive & Personalized Support

KDI's proactive maintenance prevents issues before they arise, allowing Enclara to focus on its core business activities. Their personalized approach aligns IT solutions with Enclara's specific requirements, significantly improving operational efficiency.

Results

- **Enhanced Productivity:** Tailored solutions and proactive support have led to improved IT infrastructure and increased productivity.
- **Minimal Disruption:** 24/7 availability ensures quick resolution of technical issues, minimizing downtime.
- **Customer Satisfaction:** KDI's genuine care for their clients and personalized approach has made them an invaluable partner.

Conclusion

KDI has proven to be an essential partner for Enclara Pharmacia, providing reliable IT solutions and exceptional customer service. Their commitment to understanding and addressing their clients' needs sets them apart as a leader in IT services

For businesses seeking top-notch IT solutions, KDI exemplifies what it means to put clients first. Enclara Pharmacia highly recommends KDI Office Technology for their outstanding service and unwavering dedication to customer satisfaction.