

# Peach State Truck Centers Untangles Their IT Problems with Help from Helion



## Summary

Peach State Truck Centers, a heavy truck dealership group with twelve locations throughout Georgia and Alabama, needed an IT partner that could improve network connectivity and effectively perform day-to-day support duties.

They hired Helion to oversee their network and solve connectivity issues. In the process, Helion helped Peach State untangle themselves from two toxic partnerships, one internal and one external, that were negatively impacting operations.

## The Problem

Peach State Trucking knew there were problems with their IT infrastructure because they experienced frequent network outages. Often, these outages were at locations in rural areas, which made quick resolution nearly impossible.

Peach State's in-house IT team was led by a single individual with a small staff supporting him. That's a mighty task under the best of circumstances, but when COO Ricky Brown started hearing about favoritism in the IT department and tickets that weren't getting addressed, he knew it was time for a change.

"Certain things were happening in the field that we just had to say, 'look, we've got to make a change,'" says Brown. "On top of that, I only had one guy that I expected to know everything. And in this current environment with all the stuff that's going on in IT, to me that makes no sense."

## The Solution

Choosing Helion was a no-brainer for Peach State Truck Centers.

"Our CPA firm, CliftonLarsonAllen, referred us to Helion. They'd already used Helion for two or three of their customers, so they were a good referral," says Brown. "Then Helion gave us four or five really strong references, too."

Helion started their engagement with Peach State with an IT assessment. During that assessment, they uncovered problems with hardware, like switches, computers, and routers, as well as issues related to their network provider.

*"Helion came in and gave us a laundry list, saying 'these are the bare minimum things that we're going to need to do so that we can support you better.'"*

"You know, as you kind of peel the onion back you find out how deep the situation is," says Brown. "Helion came in and gave us a laundry list, saying 'these are the bare minimum things that we're going to need to do so that we can support you better.'"

## Solving Network Issues

Peach State Truck Centers had major issues with connectivity at some of their locations, and as every truck dealer knows, outages cost the business money.

Helion discovered that the problem had to do with on-site hardware issues with switches and Wi-Fi access points, as well as the network provider itself.

To deal with Peach State's underperforming infrastructure, Helion upgraded their hardware and shifted their network provider to a backup role, while switching them to a more reliable network. This helped to fill connectivity gaps and ensure a strong network for all locations.

## A Hassle-free Helpdesk

Unlike Peach State's in-house IT department, which was often at the center of internal squabbles, Helion provides a hassle-free support experience with knowledgeable staff.

"Before, it was toxic," says Brown. "People would do all kind of things just not to have to call and talk to IT. With Helion, it's a much more user-friendly environment."

Unlike the old days, when IT problems would go unresolved for days or weeks, Helion is responsive and gets things done as quickly as possible.

"If I ask my people how things are going with IT, they say they're getting the phone answered or getting a call back within five minutes. And they're talking to somebody that really gives a crap about them and their problem."

## Upgrading Computers

Prior to working with Helion, Peach State was using a hodge-podge of different PCs, many of which were out of date. This made work difficult, and productivity took a hit.

"Helion helped us swap out pretty much all of our outdated PCs," says Brown. "That was huge for us."

*"Helion upgraded their hardware and shifted their network provider to a backup role, while switching them to a more reliable network. This helped to fill connectivity gaps and ensure a strong network for all locations."*

## The Results

Helion helped Peach State Truck Centers upgrade their network and solve their help desk issues. By outsourcing their IT department, the Peach State team has more power to do what they came to do: sell trucks.

"It was a leap of faith to go with Helion," says Brown. "But I'm sure glad we did. They're honest when things happen, they tell us what's going on, and they let us know how fast things are going to get fixed. What else could you ask for?"

*"They're honest when things happen, they tell us what's going on, and they let us know how fast things are going to get fixed."*

**Schedule a free in-person  
IT assessment.**

GET AN IT RISK ASSESSMENT