



Case Study

The following case study was conducted with Kelly Komppa, Director of Operations



Dreams Come True recommends Kustura Technologies because quality and consistency of service is excellent!

INTRO

Dreams Come True is the First Coast's only locally based non-profit organization dedicated to fulfilling dreams of children with life-threatening illnesses. Founded in 1984, they have fulfilled the dreams of 4,000 children who live in or are treated in Jacksonville. Dreams Come True applies 100% of all contributions, unless otherwise designated, directly to the dreams of children.

CHALLENGES

Our building was struck by lightning. Our computer servers, modems, some PCs and our telephone system were destroyed. Kustura, one of our first calls and was the first on site to offer assistance. They made a very stressful situation manageable by arriving quickly and providing a knowledgeable assessment. Kustura's staff was present and working to find solutions before other companies had even responded to a telephone call. They were the only company to provide this level of personalized assistance.

SOLUTIONS

Within one day, we had new or repaired equipment, restored files and restored access. The people at Kustura went above and beyond to make sure our needs were met and serviced restored ---and more quickly than we thought possible.

RESULTS

Because of [Kustura's] guidance, we consistently save money on products and support, which is always the main goal at a non-profit organization. They help to streamline our work process and eliminate problems they affect our productivity.

WHY KUSTURA

Service is available 24 hours a day, 7 days a week. We are never without IT support. Personable and knowledgeable staff! Consistent results. The Peace of Mind plan literally provides peace of mind in all situations. We also appreciate personalized advice and support from everyone at [Kustura].

“Provides peace of mind in all situations”



Kustura Technologies believes your success is our success. If you would like more information about our IT services, please call 904-855-8885 or email Jennifer.A@Kustura.com