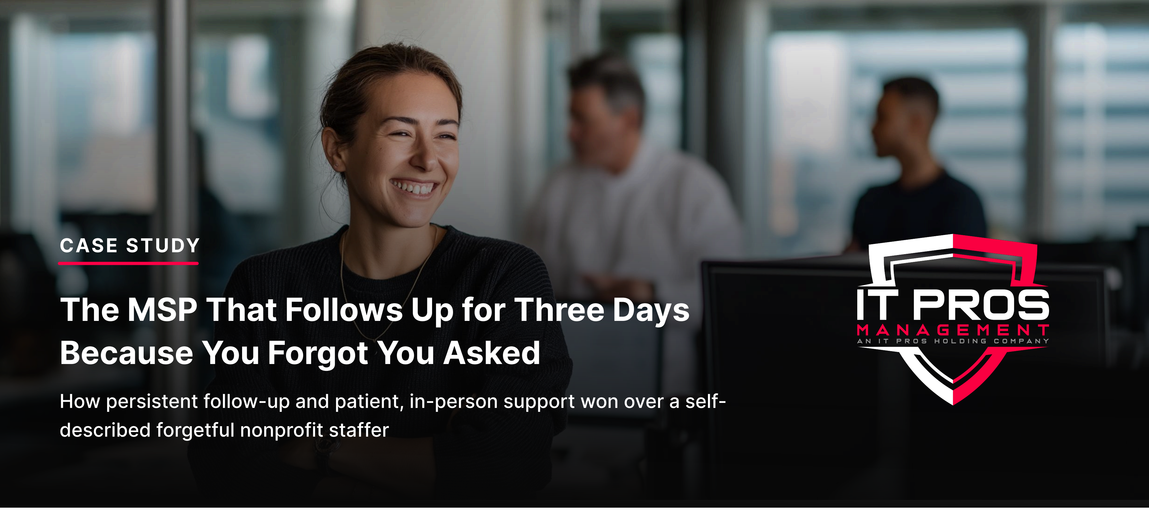


CASE STUDY

The MSP That Follows Up for Three Days Because You Forgot You Asked

How persistent follow-up and patient, in-person support won over a self-described forgetful nonprofit staffer

INDUSTRY: Nonprofit | **SERVICES:** Managed IT Services

Executive Summary

A nonprofit staff member often forgot the support tickets she created, risking unresolved issues. IT Pros Management created tickets within about five minutes and followed up for three continuous days until each request was closed. One misread camera issue was resolved with a laugh, not judgment. The result: enough trust that a self-described forgetful user now asks for help sooner instead of avoiding it.

IT PROS MANAGEMENT'S APPROACH

Key Actions

- Created a support ticket within roughly five minutes of each request being submitted
- Followed up for three continuous days to confirm whether the staffer still needed assistance
- Met with the user in person to diagnose the reported camera issue directly
- Normalized the mistake with a laugh instead of judgment when the camera slider was over the lens

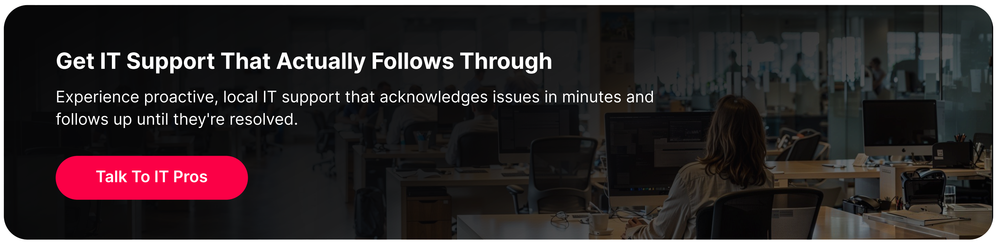
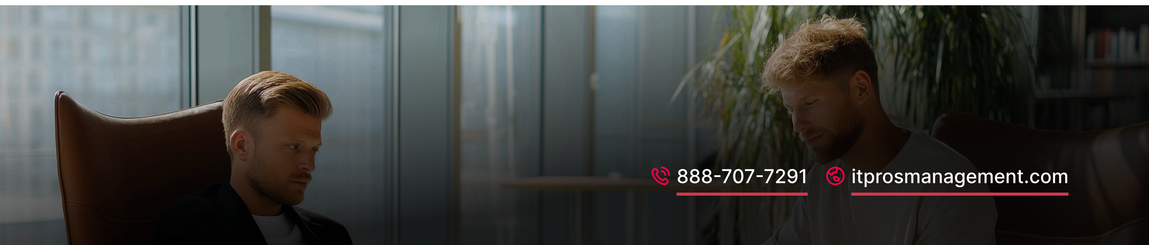
Solutions

- A responsive ticketing process that acknowledged each request within about five minutes
- Persistent three-day follow-up that closed the loop even when the user forgot her own tickets
- Hands-on, in-person diagnosis that identified the camera slider covering the lens

Challenges

- A staff member frequently forgot the support tickets she created, risking issues lapsing without follow-through
- Routine device and hardware questions arose that staff were unsure how to diagnose or describe

> ***"My interactions with IT Pros have been nothing but positive. As soon as I submit a request for help, a ticket is created within 5 minutes. I am often very forgetful about the tickets that I create, but IT Pros is extremely proactive and will contact me for three continuous days to see if I am still in need of assistance. One time, I thought my camera was not working and subsequently created a request for assistance. Once I met with IT Pros, they helped me realize that the camera slider was over the lens. The employee who helped me did not make me feel bad, but instead laughed with me and said it happens quite often. IT Pros is extremely proactive, kind, and helpful. I only have positive experiences with them."***
>
> Isabella Chaves, Non Profit

Results

- An end user who now says her IT experiences are 'nothing but positive'
- Issues acknowledged fast, with ticket creation within about five minutes
- Forgotten tickets no longer lapsed, thanks to three straight days of follow-up
- Enough trust that a self-described forgetful user asks for help sooner instead of avoiding it