

SECURITY COMPLIANCE SIMPLIFIED & HUNDREDS OF HOURS SAVED

Fine Tune is a cost reduction consultant partner for Fortune 500 companies across various industries. The Chicago-based company wanted its experts to focus on optimizing indirect expenses such as uniform rental, waste & recycling, pest control, security & guards, and energy & utilities, rather than troubleshooting the firm's own technology. That's why CIO Ben Miller enlisted Advanced Business Solutions (ABS) as its strategic IT partner.



THE PROBLEM

A growing organization. Fine Tune has team members located coast to coast. That means supporting people over three operating systems and six computer types over 11 states. Miller and his team didn't want to do that alone, internally. Yet, their existing managed service provider wasn't giving the company the necessary support. Fine Tune terminated that contract and turned to ABS.

Fine Tune wanted ABS to help troubleshoot users' problems with machines and peripherals. With team members in four time zones, a priority was having 24/7 human support for everyone, across the country.

"There are few things that are as frustrating as IT issues," Miller said. "They just kill productivity. Having a partner like ABS, I don't have to worry about that kind of stuff anymore. I can focus on the things that I need to focus on and let them do what they do best."

Fine Tune employees know that it doesn't matter what time zone they're in, they can call ABS and get live, efficient help, Miller said. "I've been pleasantly surprised, and frankly a little amazed, by just how easy they make it. You get talk to human every time you call. They get it done quickly and you can go back to work."

THE SOLUTION

The ABS Way means Fine Tune's IT partner holds itself accountable to a high standard, Miller says. "At every step along the way with my interactions with ABS, they're always asking, 'what can we do better?' If something does go awry, they own it; they step up immediately and address it." That's what matters most to Miller. "The mistakes don't matter as much as how you respond to mistakes when they happen."

Better still, he said, he's seen direct changes as a result of his feedback. "I see they care and they want to get better." For instance, Miller asked for high-level reporting on the ticketing system's dashboard console. A few weeks later ABS had given him monthly reporting capabilities on his key metrics and indicators.



THE SOLUTION CONT'D...

That responsiveness and ABS's willingness to "diplomatically push" Fine Tune to follow best practices give Miller confidence his IT is in the right hands. The engagement quickly expanded beyond Help Desk Support with Miller asking, "what else can you do?" After all, the mantra at Fine Tune is "do what you do best and outsource the rest."

ABS stepped up to support the company's security and compliance focus. After doing a cybersecurity audit, ABS not only identified vulnerabilities but offered recommendations to remediate them. Then, after providing options, ABS's IT experts implemented the necessary changes for Fine Tune. Take for example, implementing Multifactor Authentication across the organization. Fine Tune now has across the board.

ABS worked with Fine Tune to update pre-existing security policies using ControlMap to develop an end-to-end workflow solution. Having spent the first four months of 2024 on the project, Miller was anticipating a substantial cost and time savings with the initiative systemizing the security framework, workflow and simplifying reporting for compliance audits. Not to mention the added credibility when Fine Tune can point prospects to a single URL to see the SOC 2 cybersecurity compliance workflow.



THE OUTCOME

Miller credits the partnership with ABS with saving both him, personally, and his team members hundreds of hours each year. "Now, nobody [internal] is even in the business of troubleshooting anymore. They just know, call ABS and they will take care of it."

He also counts on ABS to be proactive. "Usually they're trying to troubleshoot problems before they ever let us know that there's a problem." Plus, he says, "I know they're going to keep bringing new things to our attention, new products, new services."

Fine Tune can also count on ABS to learn what they want to accomplish. They're always saying, "we'll do whatever you want," but they'll ask more questions and then provide other considerations. "Frankly, I like the pushback," Miller said,.

With great communication and expectation setting, ABS is a wonderful strategic resource, Miler said. "The greatest praise I can give is saying we treat each other as partners. We work together....It's been a godsend to be able to partner with someone like ABS."

