



Responsive IT Support Keeps Design Work On Schedule

Virtual IT acts as an extension of erstad's team with fast, reliable help.

CLIENT: Erstad



LOCATION: Boise, Idaho

INDUSTRY: Architecture and interior design

SERVICES: Commercial, education, multi-family, and non-profit projects

Executive Summary

Erstad needed IT support that was responsive, knowledgeable, and reliable. Since 2022, Virtual IT has consistently resolved IT issues quickly so staff can stay focused on projects. The firm views Virtual IT as part of the team and a key factor in their daily success.

Challenges

- Needed quick troubleshooting to avoid delays in design work
- Required reliable support across devices, software, and networks
- Wanted a partner who integrates with the firm's workflow
- Sought clear communication from request to resolution

Virtual IT's Approach

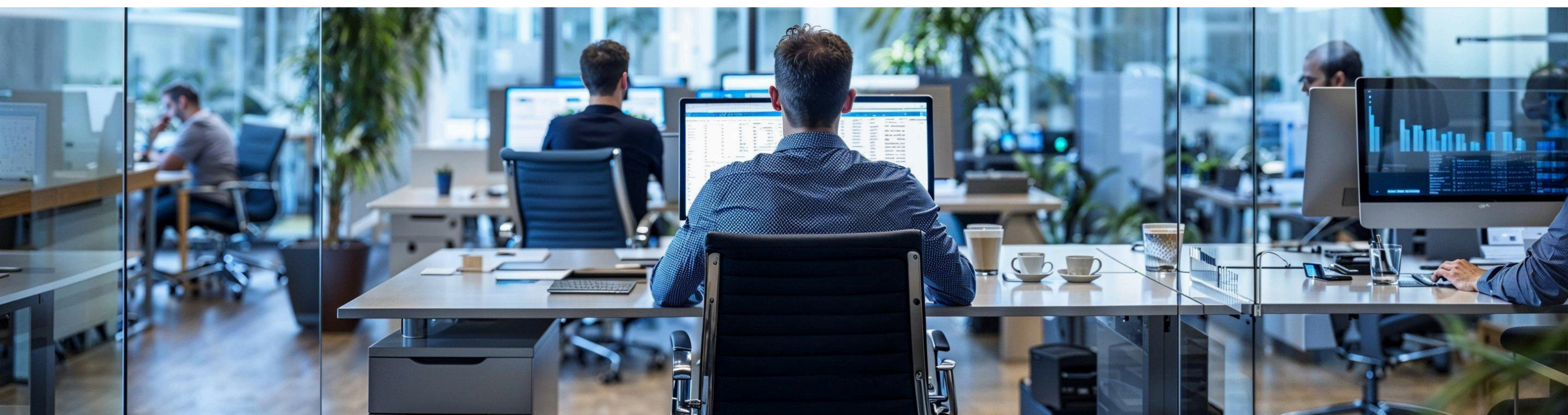
Virtual IT provided fast-response support that fit the pace of an active design studio.

Key Actions

- Responded quickly to service requests and resolved issues quickly
- Brought knowledgeable staff who could handle a wide range of needs
- Communicated clearly so teams could return to work without confusion

Solutions

- Centralized help desk support with practical guidance
- Consistent follow-through on tickets until completion
- Assistance that felt like an internal team, not a vendor

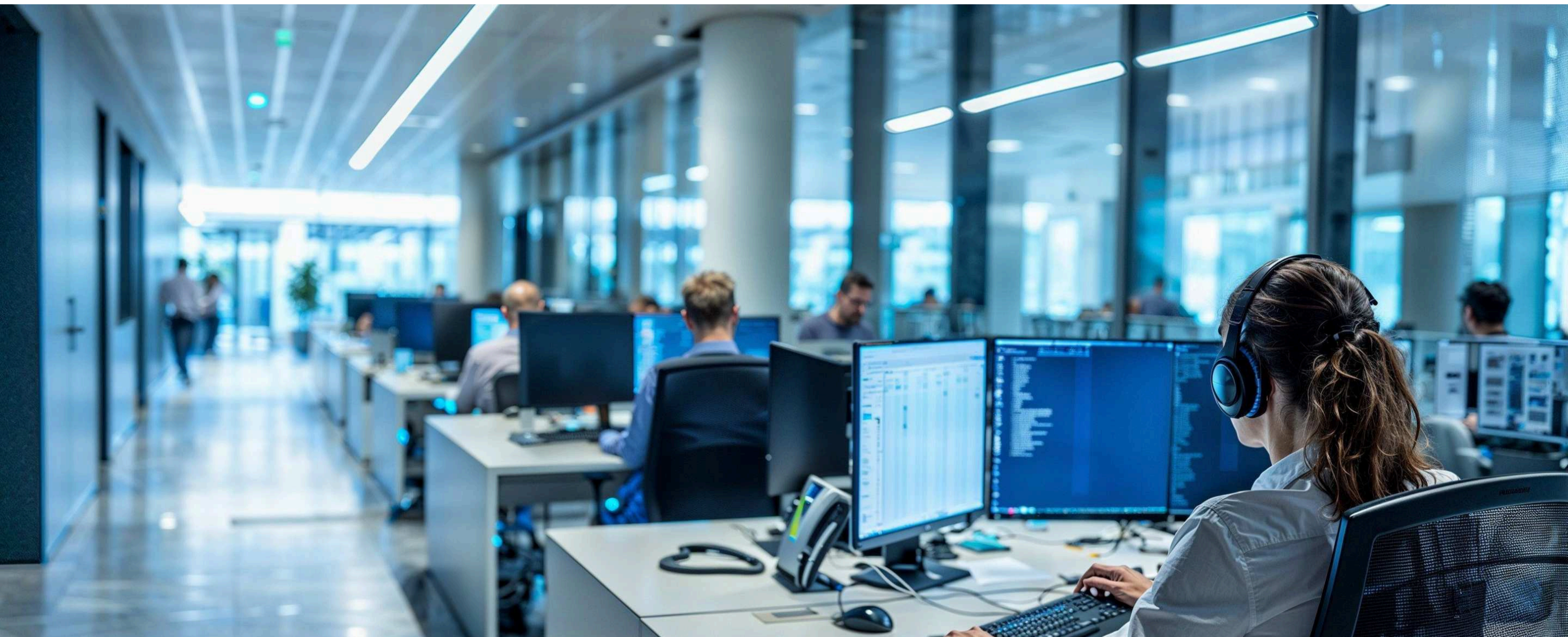


The Results

- Faster issue resolution and less downtime for project teams
- Staff stayed focused on client work instead of troubleshooting
- A long-running partnership that the firm considers vital to success

Ready to keep deadlines on track with fewer IT delays?

Virtual IT delivers fast, reliable support that works like part of your firm.



Headquarters

1300 E State St # 100
Eagle, ID 83616

[Reach Out Today](#)

Call Us: [\(888\) 348-2051](tel:(888)348-2051)

