COMPASS COMPUTER GROUP, INC.

CASE STUDY

How Proactive IT Support Kept a Distributor Ahead of Cyber Threats

From reactive uncertainty to always-answered support and proactive protection in an evolving threat landscape.

CLIENT: Mill Distributors, Inc.

INDUSTRY: Distribution

LOCATION: Aurora, OH

SERVICES: Managed IT Services, Cybersecurity

EXECUTIVE SUMMARY

Mill Distributors needed IT support it could reach instantly and a partner who would spot risks before they hit. Compass Computer Group delivered live phone access, forward-looking hardware and security guidance, and prioritized emergency handling. The result: phones that always pick up, gaps flagged before they bite, and emergencies handled first. Compass Computer Group is the small enough to care, large enough to move fast, partner that Mill Distributors had been looking for.

CHALLENGES

- Keeping pace with an ever-evolving cybersecurity landscape and constantly shifting threat exposure.
- Needing IT support they could reach instantly, with prompt answers to day-to-day questions.
- Staying current on hardware refresh needs and anti-virus and anti-spyware protection.
- Ensuring emergencies are handled quickly to avoid operational disruption.
- Finding a partner that wouldn't force a trade-off: personal enough to answer by name, yet staffed deeply enough to fix problems fast.

COMPASS COMPUTER GROUP'S APPROACH

KEY ACTIONS

- Set up live phone access so every call during business hours reaches a person, no voicemail required.
- Answered client questions directly and promptly, without routing through automated attendants.
- Flagged aging hardware and security gaps before they turned into failures or breaches.
- Staffed the account deeply enough to resolve issues fast while keeping service personal.
- Built a prioritized emergency path so urgent issues jump ahead of routine tickets.

SOLUTIONS

- A standing live-answer support desk reachable by phone throughout business hours.
- Ongoing cybersecurity advisory that monitors threats and guides anti-virus and anti-spyware coverage.
- A recurring hardware review that surfaces refresh needs before equipment ages out.
- An emergency triage process that prioritizes and expedites business-critical issues.
- A relationship model pairing named, personal attention with the staff depth to move fast.

RESULTS

- **No more voicemail limbo: every business-hours call reaches a live person, so questions get answered the moment they arise.**
- **Compass flags security and hardware gaps before they bite, replacing guesswork with a clear view of what needs attention.**
- **When something breaks it jumps the queue, so Mill Distributors isn't waiting in line while operations stall.**
- **Hardware and defenses stay current because refresh and protection needs surface early, not after a failure.**
- **Mill got the partner it had been looking for: personal enough to answer by name, staffed deeply enough to move fast.**

"Prompt and Proactive. We are so impressed with the availability of Compass Computer's staff and their prompt responses to our questions. In the ever-evolving cybersecurity landscape, Compass proactively keeps us aware of needs like hardware or spyware/anti-virus. Compass is small enough to provide personal service, and large enough to have sufficient staff to handle problems quickly. Someone always answers the phone without having to leave a message. Emergencies are expeditiously handled."

Doug Wieder, CFO, Mill Distributors

Get IT Support That Answers

Partner with Compass Computer Group for proactive protection, fast response, and support that always picks up the phone.

Talk To Compass

COMPASS COMPUTER GROUP, INC.

(330) 859-6702

compasscomputergroup.com